

Telecommunications Coordinator's Handbook



**Office of Telecommunications Management
Information and Training Section
January 2005**

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Introduction

This *Telecommunications Coordinator's Handbook* is provided to assist Telecommunications Coordinators (TCs) in becoming familiar with the scope of services offered by the Office of Telecommunications Management (OTM). It contains information to provide a reference to TCs as they interface with OTM on behalf of their respective agencies.

It is not expected nor intended for this handbook to be an end all in learning about telecommunications or having the full understanding of a TC. It is a starting point from which to build through experience.

All suggestions or comments regarding the handbook should be directed to:

OTM Information and Training Section Manager
P.O. Box 94280
Baton Rouge, LA 70804-9280

Philosophy of Excellence

The following statement of philosophy is adopted by all Office of Telecommunications Management (OTM) employees to provide guidance in our vital role of providing quality products and service to state agencies. This statement of quality is a commitment to excellence by each OTM employee.

We shall strive to:

Show individual and team initiative and work as a team within our department and across department lines. When we do this, we eliminate waste of time and money and enhance the image of the individual and OTM.

Exact customer driven solutions. Quality performance is driven by our customer's expectations. This means evaluating everything we do in terms of the value it brings to our customers.

Reach for the highest standards of quality in job performance and in the activities of every department.

Voice thoughts and ideas and debate issues. However, once a decision is made, commitment to our strategic direction is expected from everyone.

Invoke quality performance as a daily goal. We can make a difference if we incorporate quality performance into every aspect of our daily work.

Continue to learn. Each of us must seek out learning opportunities for continuous personal and agency improvement and growth.

Ensure that positive, open lines of communication exist at all levels to encourage improvements and identification of problems for timely resolution. Make sure that the right people know that we have a problem and that it is resolved.

About OTM

Act 1098 of the 1997 Regular Session (LA R.S. 39:140-143) statutorily established the Office of Telecommunications Management within the Division of Administration. The act established the duties of the office as follows:

1. To establish and coordinate all telecommunications systems and telecommunications services affecting the management and operations of the executive branch of state government;
2. To act as sole centralized customer for the acquisition, billing, and record keeping of all telecommunications systems or telecommunications services provided to state agencies;
3. To charge respective user agencies for the cost of the telecommunications systems and telecommunications services provided by Office of Telecommunications Management including the cost of the operation of the office;
4. To develop coordinated telecommunications systems or telecommunications services within and among all state agencies and require, where appropriate, cooperative utilization of telecommunications systems and telecommunications services by aggregating users;
5. To review, coordinate, approve, or disapprove all requests by state agencies for the procurement of telecommunications systems or telecommunications services including telecommunications proposals, studies, and consultation contracts or services;
6. To establish and define telecommunications systems and telecommunications services specifications and designs so as to assure compatibility of telecommunications systems and telecommunications services within state government;
7. To promote, coordinate, or assist in the design and engineering of emergency telecommunications systems and telecommunications services within state government;
8. To advise and provide consultation to agencies with respect to telecommunications management planning and related matters and to provide training to users within state government in telecommunications technology and system use;
9. To develop policies, procedures, and long-range plans, consistent with the protection of citizens' rights to privacy and access to information, for the acquisition and use of telecommunications systems, and to base such policies on current information about state telecommunications activities in relation to the full range of emerging technologies.
10. To develop policies, procedures and long-range plans for the acquisition and use of telecommunications systems. Act 1098 of the 1997 Regular Session (LA R.S. 39:1751-1755) established the procedures to be utilized in competitive procurement of telecommunications systems and services. The act defined the types of contracts that will be permitted, the method of procurement, and the products and services affected. It provided that the Office of Telecommunications Management, through State Purchasing, may on behalf of any state agency enter into such telecommunications contracts. All such procurement activity shall be approved and coordinated by OTM including: electronic transmission facilities, telephone systems, facsimile systems, radio paging services, mobile telephone services, intercom and electro-mechanical paging systems, and any and all systems based on emerging and future telecommunications technologies relating to the above.

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Act 772 of the 2001 Regular Session amended and reenacted R.S. 39:141-143 and R.S. 39:1752 adding local and wide area network systems and services and video systems and services to the types of

telecommunications products and services affected by OTM. The act also added the duty of the management of building access by telecommunications common carriers to state facilities.

The Telecommunications Coordinator

In accordance with the Administrative Rules and Regulations of OTM, it is the responsibility of all state agencies to appoint one or more TCs who are recognized as the agency's authorized representatives for approving and coordinating telecommunications activities.

OTM maintains a file of all TCs throughout the state which includes the name, title, mailing address, telephone number, FAX number, e-mail address, and scope of authority (e.g., agency-wide, geographic region, specialization) of each TC. Each TC should report any changes in this information to the OTM Information and Training Section Manager.

If a TC leaves a state agency or no longer serves in that capacity, a new coordinator should promptly be appointed, and the OTM Information and Training Section Manager should be notified in writing of this change. Form OTM 11 (see page 82 for instructions and sample) may be used for this purpose.

Responsibilities

The Telecommunications Coordinator is charged with:

1. Assuming responsibility for all agency requests for modifications to existing telecommunications equipment, systems or services. This responsibility consists of, but is not limited to:
 - A. Reviewing all communications requests within the agency to ensure compliance with the standards outlined in the OTM Administrative Rules and Regulations and the Louisiana Administrative Code.
 - B. Determining the need for and approving or disapproving requests for service and equipment in compliance with the OTM Administrative Rules and Regulations.
 - C. Forwarding all approved requests for service to the OTM, on appropriate forms, to obtain final approval.
2. Coordinating with OTM for the acquisition of new telecommunications systems or services. Coordination consists of, but is not limited to:
 - A. Notifying OTM of any new projects or programs or alterations to existing projects or programs which would require the acquisition of new telecommunications systems or services.
 - B. Informing OTM of planning sessions which would affect the design of a new telecommunications system.
 - C. Forwarding copies of studies and plans related to the telecommunications requirements of the project to OTM.
 - D. Submitting any additional information to facilitate determination of the type of telecommunications system required.
 - E. Providing notification that sufficient funds have been budgeted for the new telecommunications systems.
 - F. Approving equipment specifications prepared by OTM.
 - G. Attending, when scheduled, pre-bid conferences to provide additional information to vendors.
3. Developing a program for ongoing review of telecommunications services and expenditures to ensure that unnecessary expenditures are eliminated and that a proper level of service is being provided.
4. Advising OTM of any significant discrepancies in telecommunications systems or services provided by any supplier of these services.
5. Evaluating the use of telecommunications services by the agency to identify the need for instruction and/or training and forwarding recommendations to OTM, who will assist the agency in meeting those needs.
6. Submitting current telephone listings for the agency to be included in all public telephone directories in the state as well as the state government telephone directory.
7. Attending the TC Orientation training and other workshops to learn and stay abreast of new technology, changes in OTM's method of operation and new services offered.

Services

An agency may need to contact someone about billing if:

- ❑ An accounting unit is being changed or added.
- ❑ Pages of the bill are missing.
- ❑ Billing support is needed.
- ❑ There is a billing discrepancy.

Forms

OTM-26 Web Billing Security Access

Contacts

General Billing Information

Section: Fiscal Services
Phone: Manager: 225-342-7732
Missing bill pages: 225-342-7743
Agency accounting units beginning with:
A (Alexandria area) 225-342-7747
L (Lafayette area) 225-342-7747
C (Lake Charles area) 225-342-7747
M (Monroe area) 225-342-7747
S (Shreveport area) 225-342-7747
B (Baton Rouge area) 225-342-7743
N (New Orleans area) 225-342-7749
FAX: 225-342-7965
E-mail: jd.liford@la.gov
U.S. Mail: OTM Assistant Administrator for Support Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Web Billing

Section: Support Services
Phone: 225-342-7718
FAX: 225-342-7372
E-mail: rose.trahan@la.gov
U.S. Mail: Web Billing Manager
P.O. Box 94280
Baton Rouge, LA 70804-9280

Billing

Agencies are billed monthly by OTM for all telecommunications services. Some items, like long distance charges, are billed in arrears. Other items, like local service, are billed at the beginning of the month for which the service is rendered.

If there are questions regarding an item on a bill, the TC or the agency accounting department may call the numbers listed to the left.

If pages of the bill are missing or additional billing information is needed, call 225-342-7743.

If an accounting unit is being changed or added, the OTM Accounting Officer must be informed in writing.

Billing discrepancies must also be submitted in writing with appropriate documentation to the OTM Accounting Officer. Examples of appropriate documentation are a copy of the bill, a copy of the toll calls, copies of service orders if applicable or prior correspondence regarding the discrepancy. Be sure to include the accounting unit, a description of the problem and the month of the bill. The discrepancy will be investigated and any appropriate adjustment will be made.

Web Billing

All agencies receive a monthly invoice summarizing their charges, along with any appropriate paper backup from vendors. Detailed reports of these charges are available through OTM's Web Billing. TCs can request access to the bill online by submitting OTM-26 (see page 122 for instructions and sample) Information about Web Billing is available on-line at www.doa.louisiana.gov/otm/bill.

Note: Some agencies may receive detailed billing reports from OTM by mail, however those agencies are charged for printed copies.

An agency may benefit from cellular service if:

- ☐ Employees' job duties include protecting life and property and they need instant access to the public telephone network.
- ☐ Employees frequently work outside of the office and need to be immediately available.
- ☐ Employees are on call outside office hours or while traveling.
- ☐ No other suitable communications methods are available.

Forms

No forms are used for this service.

Contacts

Section: Wireless Services
Phone: 225-342-0547
FAX: 225-219-7775
E-mail: ruth.werling@la.gov
U.S. Mail: OTM Wireless Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Cellular Services

Cellular telephone service may be available for state use under certain circumstances. It is important to understand the subscriber's requirements and know that cellular and Personal Communications Service (PCS) are not all the same.

There are criteria for user eligibility and an established approval process that must be followed before cellular or PCS services are purchased or rented. Each agency is responsible for assuring that eligibility, approvals, usage, and billing are appropriate and correct.

OTM has established state contracts with a number of vendors from which cellular and PCS wireless telephone service can be acquired. Agencies may work directly with vendors to determine needs and select appropriate equipment and service.

While there is no longer a state-initiated cellular service plan for state employees' personal use, most cellular vendors offer special service and equipment pricing for state employees.

Wireless Telephone Service

Although generally lumped in a single category referred to as "cell phones," cellular telephone service is actually one particular type of wireless telephone service. Companies now offer analog and digital cellular service and digital PCS. PCS is another wireless technology that is very similar to cellular service. In this guide, the word "cellular" includes PCS.

Cellular service is not all the same. Different technology is used for the various offerings. The quality of service may vary. Coverage areas (where a subscriber can make and receive cellular calls) will vary for each type of service/technology and from vendor to vendor. The availability of features and options and how they work will differ with various vendor offerings.

Cellular service is offered using either analog or digital technology. Analog service is widely available. Digital service generally has more available features and options. Features available with digital cellular service may include text messaging, mobile-to-mobile services, and incoming caller identification (caller ID).

The cost of cellular service is based on a monthly subscription charge, minutes of usage, and charges for other features and services. There may also be additional charges for using the service when traveling outside of a "home area" (daily roaming and per minute charges), for making long distance calls, and for being provided a monthly call detail report which lists information about each individual call made and received. Cellular charges may be rolled into a single monthly charge and may include some number of minutes, roaming, long distance calling, caller ID, voice mail, and other features. Different packages may be available at different prices depending on quantities of minutes used and features included. Cellular handsets may be rented or purchased and, along with other accessories, are usually priced separately. Cellular telephone numbers are unlisted.

When selecting a vendor and the particular wireless service required, careful consideration should be given to a number of factors. Based on low rental costs, how quickly technology is evolving, and how long the service will be needed, equipment rental (available through some of OTM's state cellular contracts) may be a better option than equipment purchase. It will be important to know the geographic area normally traveled by the subscriber and any particular feature requirements that the subscriber may need. With this information in hand, comparisons can be made for each vendor for service coverage area, the availability of service when traveling out of the vendor's service area, the availability of features and services, and the availability and cost of equipment. The overall cost of service can then be calculated and evaluated. Finally, the agency may

Cellular Services—continued

select the vendor and service which best meets the subscriber's particular needs. To assist in this process, personnel in OTM's Wireless Service section are available for agencies to discuss their cellular options.

Eligibility

Agency-provided cellular telephone service is not intended for personal use. It is for official state business and is to be acquired and used only after receiving specific, written approval from an authorized source. Guidelines have been established which help determine if a request for cellular service will be approved. Favorable consideration will be given to a request for cellular service when the use of the service relates to life or death situations, personal safety, or when a bona fide business case can be made which requires cellular service. The request for cellular service must indicate that the use of alternative means of communicating have been considered and are less economical, impractical, or unavailable. Cellular telephone service is pre-approved for department secretaries, elected officials, university presidents or chancellors, and one executive level assistant to each.

Approval Process

Before acquiring cellular service or equipment for those not pre-approved, an agency or university needs written approval. Approval may be granted from one of two sources. Authorization may be granted by a department secretary, university president, or chancellor who has been specifically delegated in writing by the OTM director the authority to approve cellular or PCS acquisitions. If a delegation has not been issued by OTM, authorization must be recommended through the OTM director. The same eligibility requirements must be met regardless of the approval source.

Delegated Approval Authority—Upon request, the OTM director may delegate approval authority to the requesting department secretary, university president, or chancellor. Once approval authority has been delegated, the agency's department secretary, university president, or chancellor will then have final approval authority for cellular telephone service requests. That individual will be responsible for approval of all cellular requests for individuals under their authority except for boards and commissions within the department or university. Such cellular approval authority may not be further delegated. Requests for cellular may be approved only by that department secretary, university president, or chancellor. Department secretaries, university presidents, or chancellors interested in obtaining approval authority are encouraged to contact the OTM director. Delegation of authority is not available to boards and commissions.

Once approval authority has been delegated, requests for cellular service must be submitted in writing for consideration and possible approval to the appropriate department secretary, university president or chancellor. (See www.doa.louisiana.gov/otm/cellularauthority.htm for approval authority list.)

OTM Director/Commissioner of Administration Approval—For agencies whose department secretary, university president, or chancellor has not been delegated cellular approval authority, a requestor must submit a letter of justification for cellular service to the OTM director. This request must include full justification and must be approved in writing by the appropriate department secretary, university president, or chancellor before it is submitted to the OTM director. The requestor will be informed about the decision when the OTM director has approved or disapproved the request.

Approval Criteria

All approvals shall be based upon the following screening criteria concerning the protection of life and property or a demonstrated requirement to improve efficiency and effectiveness, and a lack of a suitable communications alternative.

Protection of life and property—the job duties of the individual require the performance of duties that could impact the protection of life and property. These duties may be impeded without immediate access (inbound and/or outbound) to the public telephone network regardless of time of day or location of the employee.

- **Law enforcement**—the daily job duties of the individual require the performance of law enforcement activities, and these activities may expose the individual or the general public to harm or danger.

Cellular Services—continued

- **Personal safety**—the daily job duties of the individual require the performance of activities that may expose the individual or clients to harm or danger.
- **Public welfare**—the daily job duties of the individual require the performance of duties that may directly impact the safety, health, and welfare of the general public.

Improved efficiency and effectiveness—the job duties of the individual require immediate access (inbound and/or outbound) to the public telephone network for recall, consultation, and/or decision making. Lack of instantaneous communications could have significant effect on the operational efficiency of the agency or significant impact on the economic or political welfare of the state.

- **On call**—duties require that the individual be immediately accessible after normal work hours regardless of location.
- **Mobile or in transit**—duties require that the individual be mobile or in transit a large percentage of the business day yet immediately accessible.

Lack of suitable communications alternatives—no other suitable communications alternatives (one-way or interactive pagers, two-way radio, standard telephone service) are available due to the location or environmental conditions of the workplace.

Agency Responsibilities

Each agency must assure each request meets the eligibility requirements, the approval process is followed, and funds are available. Cellular equipment or service may not be ordered or acquired before final notification of approval. Each agency must be sure that the cellular service is terminated if the requesting subscriber no longer meets eligibility requirements or no longer requires the service.

Agencies are responsible for controlling usage of cellular telephone service. Cellular service must include subscription to the call-detail billing feature. Subscriber employees and the agency must certify each month that charges are according to contract prices and that the authorized payment for charges were for official state business. Use of cellular service must comply with all applicable federal and state laws, rules and regulations.

Each agency is responsible for maintaining all documentation and must comply with laws, rules, and regulations governing records retention. Additionally, the agency is required to maintain an inventory of approved cellular telephones in operation and the assignment of the telephones.

Selection Process

Each agency and subscriber must first determine cellular usage requirements for that subscriber. This includes the approximate number of minutes to be used each month, the area of travel where service will be required, and the features and functionality of the service to be acquired.

State cellular contracts are available and have been structured to permit state agencies to work directly with contract vendors. Vendor personnel will be available to assist agencies in determining cellular requirements, coverage area, and other alternatives that the vendor has available to best meet subscriber needs. Before making a selection, it may be prudent to contact several vendors to help determine which vendor's service best meets agency needs for a particular subscriber.

Additionally, contacting several vendors directly may reveal recent contract changes and limited, special offers. For example, vendors may occasionally offer short-duration promotions. For those promotions and based on a vendor request, the Office of State Purchasing may make a change to the contract to offer promotional items for a one month or more period of time. Promotions may include price reductions, two-for-one purchases, a low cost or no cost addition for introductory service items, or other benefits over and above usual contract offerings.

How to Order

OTM has put in place a number of state contracts with several vendors from which an agency may choose to procure cellular and PCS equipment, services, and accessories. After gaining approval to acquire cellular service and then reviewing and considering subscriber needs and various offerings, an agency may choose the service with the best price and usage package/plan which meets the subscriber's requirements. A purchase or release order with the appropriate contract item numbers must be prepared and presented to the vendor. The vendor or OTM personnel can assist with identifying contract numbers and other ordering information. A vendor contact list is available at www.doa.louisiana.gov/OTM/handbook/cellularcontacts.pdf.

At the time of order, it will be necessary for the agency to provide the vendor with a copy of the approval authority's documentation in order to acquire cellular service or equipment. Whether approval authority is through the OTM director or from a department secretary, university president, or chancellor (when OTM has delegated such cellular approval authority), the written approval documentation must be provided to the vendor prior to acquisition. Vendors are not able to provide equipment or service without written, authorized approval. OTM furnishes the vendors with the identity of authorized approval authorities and updates the approved list as changes occur.

If available state contracts for cellular equipment and service do not meet a specific business need, it may be necessary to separately bid for the required service or equipment. OTM's approval will be required to acquire telecommunications service or equipment not on a state contract. If a competitive bid is required, approval from the Office of State Purchasing may also be required prior to bidding.

When state contracts terminate, it will be necessary to select a replacement cellular provider and issue a new purchase or release order. OTM will attempt to provide advance notice of any state contract termination.

OTM personnel are available for consultation and technical assistance for cellular equipment or service as requested by a state agency. For contract information, use AGPS or contact the Office of State Purchasing or the OTM Wireless Services section.

Non-State Business Cellular Service for State Employees

The state cellular contracts are for official state business only and are not to be used to acquire cellular equipment or service for personal business. However, while there is not a state-initiated cellular service plan for state employees' personal use, some cellular vendors offer special service and equipment pricing for state employees. As the availability and offers of such plans may vary from vendor to vendor, employees should contact vendors directly in order to determine the availability, service, and cost of employee plans. The vendor may require proof of state employment such as state identification badge or paycheck stub.

An agency may need circuits if:

- ❑ It uses a mainframe and terminals.
- ❑ It uses an alarm system where detection devices are monitored centrally.
- ❑ The agency needs to extend local service to a remote location.

Forms

OTM-12 Circuit Order Form

Contacts

Network and Technical Support

Section: Statewide Network Services

Phone: 225-342-7797

FAX: 225-342-7772

E-mail: john.chriss@la.gov

U.S. Mail: Statewide Network Services
OTM
P.O. Box 94280
Baton Rouge, LA 70804-9280

Order Processing

Section: Advanced Services

Phone: Senior Analyst: 225-342-7758

Manager: 225-342-7761

FAX: 225-342-7372

E-mail: Senior Analyst: debbie.kelly@la.gov

Manager: lois.williams@la.gov

U.S. Mail: OTM Advanced Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Circuits

This line of service provides a connection linking two or more physical points to each other which are not switched. Circuits are usually for:

- Data transmission between a mainframe and a terminal(s)
- Monitoring alarm status between a detection device and the central monitoring equipment
- Extending local telephone service to a remote location

How to Order

For further information and assistance, the TC may contact the Statewide Network Services Section.

After the technical details have been determined, the TC should complete and return the appropriate pages of the OTM Circuit Order Form (see page 85 for instructions and sample) to the Advanced Services Section. Assistance in completing the Circuit Order Form and information about orders can be obtained from the Advanced Services Section.

An agency may benefit from consulting and project management if:

- ❑ It needs a cost quote for telecommunications system replacement or expansion.
- ❑ It is moving, expanding or re-organizing.
- ❑ It is receiving or placing many more calls than in the past.
- ❑ The telecommunications system needs frequent repairs.

Forms

OTM-16 Project Request Form

Contacts

Project Requests

Section: Project Request Unit
Phone: 225-342-7708
225-342-7762
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Project Request Unit
P.O. Box 94280
Baton Rouge, LA 70804-9280

Project Management

Section: System Projects
Phone: 225-342-7727
FAX: 225-342-6867
E-mail: sharon.couvillon@la.gov
U.S. Mail: OTM System Projects
P.O. Box 94280
Baton Rouge, LA 70804-9280

Consulting and Project Management

Telephone system consulting is available to state agencies to assist with telecommunications needs. These needs are typically of a non-routine nature and require more than a service order to OTM Customer Service. This assistance is usually provided under a number of circumstances. These include:

- An agency is moving from one location to another, constructing a new building or remodeling
- The telecommunications needs of an agency are no longer being met by its telecommunications system
- The telecommunications system experiences frequent breakdowns or repairs and needs to be replaced
- An agency is expanding in terms of physical site and/or personnel
- An agency is changing its organization such that different employees report to different supervisors and call coverage changes
- An agency experiences a significant increase in incoming and/or outgoing calling due to more service demands or a new program being implemented
- An agency is looking to make productivity gains by changing how it uses telecommunications services

A written request for assistance including a contact name and telephone number should be sent to the OTM Project Request Unit. The OTM Project Request Form (see page 94 for instructions and sample) can be used to provide the appropriate information. The request will be logged and acknowledged. The request should include a description of the assistance required, the date needed, and any other

pertinent information. For a major move or expansion, the request should be sent as soon as the agency is aware that project assistance is needed. OTM needs notice at least six weeks before the desired service date.

An OTM representative will contact the requester to acknowledge the request and gain additional information. This will help assure that the request is understood. This may require a site visit by that representative. Once the OTM representative has reviewed the request and gathered additional information, a determination will be made as how to proceed. If appropriate, the request will be given to another section within OTM for disposition.

It may be possible for OTM Customer Service to satisfy the request by issuing a service order to the vendor. If not, after verification of funding availability (if appropriate), a project will be established and will be placed in a priority queue to be scheduled.

The project will be assigned when a project manager is available. Project management techniques will be employed to determine a plan and coordinate the efforts of those parties required to complete the project.

It will be the project manager's responsibility to determine specific needs and requirements of the agency, complete an analysis, and make a recommendation to the agency. Once the recommendation is approved by the agency, the project manager will represent the agency to see that the service/equipment ordered is installed and the project successfully completed.

How to Order

Complete the OTM Project Request Form (OTM-16) (see page 94 for instructions and sample) and submit it to the OTM Project Request Unit.

OTM provides Data Dial Tone and DMZ Services to state agencies in:

- ❑ The Capitol Park Complex in downtown Baton Rouge.
- ❑ Other locations deemed part of the "LSI virtual campus."

Subscription to Data Dial Tone services requires:

- ❑ The agency participate in the State's private intranet.
- ❑ The agency to convert to the State-created standard private IP addressing scheme. OTM assigns private and public IP address ranges to each agency.

Forms

OTM-25 Data Dial Tone Service Order Form

OTM-30 LSI Firewall Change Request Form

OTM-31 Data Dial Tone VPN/Wireless LAN Service Order Form

Contacts

Order Inquiries

Section: Advanced Services

Phone: 225-342-7761

FAX: 225-342-7372

E-mail: lois.williams@la.gov

U.S. Mail: OTM Advanced Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

General Inquiries

Section: Network Services LAN Support

Phone: 225-219-4860

FAX: 225-219-4867

E-mail: OTM-LAN@listserv.doa.la.gov

US Mail: OTM Data Dial Tone
PO Box 94280
Baton Rouge, LA 70804-9280

Trouble Reporting

Section: Network Services LAN Support

Phone: 225-219-4CMS (4267)

FAX: 225-219-4867

E-mail: OTM-LAN@listserv.doa.la.gov

U.S. Mail: OTM Data Dial Tone
PO Box 94280
Baton Rouge, LA 70804-9280

Data Dial Tone

The Data Dial Tone Line of Service provides secure TCP/IP over Ethernet connectivity within the Louisiana Secure Intranet between end-users and agency resources at the shared data centers in Baton Rouge as well as protected access to the Intranet from remote locations. This service includes all connectivity from each end-station, through a shared Local Area Network switching infrastructure, across a Gigabit Ethernet backbone, to the data centers and to the Internet.

Access to in-depth information regarding Data Dial Tone Services is available on-line at www.doa.louisiana.gov/otm/handbook/datadial.htm.

Acquiring IP Addresses

Contact the LaNet NOC at 225-219-4860 or OTM-LAN@listserv.doa.la.gov for information about acquiring IP addresses.

Data Center and Building Connectivity

- *Desktop Access* is used in the buildings served by Data Dial Tone to provide 10/100Mb access for PCs, network printers and in-building servers.
- *Server Access* is used in the shared Data Centers to provide 10/100/1000Mb access for agency private and public servers and mainframes.
- *Network Access* is used in the buildings or data centers for connecting an agency access switch to the OTM aggregation switches. Agencies need to provision two ports on their access switch for this connection. This type of access is only available in certain special cases. Most connectivity will be provided via Desktop Access and Server Access.

LaNet via Data Dial Tone

Agencies may purchase LaNet (Internet) access for their collective users on a bandwidth subscription basis. The subscription is controlled and rate-limited by IP subnet. For example, if Agency A uses subnet 10.30.0.0 and purchases 12Mbps of bandwidth for its users, the 10.30.0.0 subnet would be rate-limited to a total of 12Mbps of Internet access.

DMZ

Agencies that offer Internet services on publicly accessible servers must subscribe to Data Dial Tone DMZ services. Agency public servers are placed in a secured Demilitarized Zone (DMZ) and are protected by OTM-provided firewalls. An agency purchases a server access port for each device located within the DMZ and connects those public servers to the OTM DMZ switch. In addition to the access port(s), the agency purchases bandwidth for its collective group of servers located within the DMZ network.

Data Dial Tone—continued

VPN

The Data Dial Tone VPN (Virtual Private Network) service provides secure, encrypted remote access to the Intranet from remote locations. This service is available for authorized individuals who need access to the network from remote locations as well as for small remote offices that need secure connectivity back to their agency's internal data center resources. Each agency maintains their own database of authorized users, and OTM proxies to those agency authentication servers. An agency may purchase access for their collective remote user group and/or for each of their remote offices on a bandwidth subscription basis. OTM does not limit the number of users allowed from each agency.

Wireless LAN

OTM provides secure Wireless LAN access within Data Dial Tone buildings for use by agency personnel and authorized guests. OTM will provide free wireless access in one common area of each Data Dial Tone building, generally the first floor where multiple shared conference rooms and/or training rooms are located. Agencies will also have the option of subscribing to a paid service in other areas of their home building. A monthly fee will be associated with each access point used to serve the agency-requested areas.

Moves, Adds, and Changes

There are no setup or installation charges for initial establishment of Data Dial Tone service in a new building. However, there are fees associated with adding, moving, or changing features once service is initially established. There are no fees associated with firewall changes. There are standard fees for "simple" changes, such as enabling a port for a new user, or moving a user from one area on a floor to another. Other charges may apply depending upon complexity of the change. Agencies should submit requests on the appropriate forms to the OTM Advanced Services Section. For complex changes OTM will prepare an estimate of charges for agency review prior to execution of work.

Trouble Reporting

Network troubles should be reported by the agency's IT staff to the Centralized Monitoring Service Center by calling 225-219-4CMS (225-219-4257).

How to Order

To order Data Dial Tone, the TC complete and return the Data Dial Tone Service Order Form (OTM-25) (see page 117 for instructions and sample). To order Data Dial Tone VPN or Wireless LAN, the TC should complete the Data Dial Tone VPN/Wireless LAN Service Order Request (OTM-31) (see page 136 for instructions and sample). To request firewall changes, the TC should complete the LSI Firewall Change Request Form (OTM-30) (see page 133 for instructions and sample).

The forms should be addressed to the Advanced Services Section. Assistance with the forms and information about orders can be obtained by contacting the Advanced Services Section.

OTM will work with the agency's data network specialists to determine the suitability of using frame relay. Frame relay **may** be used to:

- ❑ Provide an alternative to leasing physical lines to connect computer equipment.
- ❑ Provide end users with a high-speed virtual private network that supports large bandwidths.
- ❑ Provide virtual connections over a physical access circuit.

Forms

OTM-23 Frame Relay Order Form

Contacts

Network and Technical Information

Section: Statewide Network Services

Phone: 225-342-7797

FAX: 225-342-7772

E-mail: john.chriss@la.gov

U.S. Mail: OTM Statewide Network Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Order Processing

Section: Advanced Services

Phone: Analyst: 225-342-7751

Manager: 225-342-7761

FAX: 225-342-7372

E-mail: Analyst: deloris.leavell@la.gov

Manager: lois.williams@la.gov

U.S. Mail: OTM Advanced Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Frame Relay

Frame relay is a data transport technology that allows users to share common access to a service provider among multiple virtual circuits which may be addressed to multiple addresses.

The IntraLATA Frame Relay Service offering provides for end user connection (access line) onto and the mapping of permanent virtual circuits (PVC) across a LATA-wide frame relay service cloud. The port speed governs the maximum traffic that may be simultaneously offered to a LATA-wide cloud.

OTM also supports the establishment of interLATA PVC's between:

- Baton Rouge—New Orleans
- Baton Rouge—Shreveport
- Baton Rouge—Lafayette
- New Orleans—Shreveport
- New Orleans—Lafayette
- Shreveport—Lafayette

How to Order

To order Frame Relay Service, the TC should first contact the OTM Statewide Network Services Section for assistance. OTM will work closely with the TC and the agency data networking specialists to select the appropriate service.

After the technical details have been determined, the TC should complete and return the Frame Relay Order Form (OTM-23) (see page 107 for instructions and sample). The form should be addressed to the Advanced Services Section. Assistance with the order form and information about orders can be obtained by contacting the Advanced Services Section.

An agency may need to call the Help Desk if **after following the troubleshooting steps** in this section:

- ☐ An employee cannot use telephone features such as call forwarding.
- ☐ There is noise on the line or no dial tone.
- ☐ Voice mail is not working properly.
- ☐ Circuits are not working properly.
- ☐ Other telecommunications problems are occurring.

Forms

OTM-15 Help Desk Information Form

Contacts

Section: Help Desk
Phone: 225-342-7777
FAX: 225-342-7372
E-mail: barbara.burns@la.gov
U.S. Mail: OTM Help Desk
P.O. Box 94280
Baton Rouge, LA 70804-9280

Help Desk

The Help Desk provides agency telecommunications users with a single point of contact for reporting problems regarding telecommunications equipment, services, and features. It also refers inquiries concerning billing, orders or changes.

The Help Desk will receive the user's call and record the necessary information on an automated problem management system for tracking problems. If an immediate solution is not identifiable, the Help Desk will forward the report to the appropriate vendor or support personnel for resolution. Vendors or support personnel acting on a problem report or inquiry will resolve the user's problem and inform the Help Desk of the problem's resolution. Help Desk personnel will then update the automated problem management system and inform the user of the problem's disposition. The user will verify that the problem has been resolved. The Help Desk will then close out the problem report.

Trouble Reporting

The Help Desk operates 24 hours, 7 days a week, including holidays. Because of the cost involved in dispatching vendors after business hours, on weekends and on holidays,

OTM requests that non-emergency repair problems be held until regular business hours.

The OTM Help Desk will take trouble reports between 7:30 a.m. and 5:00 p.m. Monday through Friday. From 5:00 p.m. to 7:30 a.m. Monday through Friday, and on weekends and holidays, OTM personnel will be on call to assist critical care facilities with emergency telecommunications problems. To access the OTM Help Desk both during and after business hours users should dial 225-342-7777.

A call to the Help Desk may warrant charges for the repairs to be made. The Help Desk will gain approval from the reporting agency before the work is done. If there is an emergency call placed to the Help Desk before or after hours and there is no timely response from OTM, the appropriate dial tone or equipment vendor should be notified of the trouble. As soon as possible thereafter, OTM should be contacted so that the information can be documented for proper record keeping and work expedited as needed. If the agency is unsure of the appropriate dial tone or equipment vendor for their site, they should contact the OTM Help Desk during normal business hours for this information and make note of it so that after hours personnel will have access to the information.

If a problem is not resolved in a timely manner during normal business hours, the following OTM personnel may be contacted in the order below:

Barbara Burns, Help Desk Supervisor.....	225-342-7696
Lois Williams, Support Services Manager.....	225-342-7761
Rose Trahan, Manager 2 of Support Services	225-342-7718
J.D. Liford, Assistant Director for Support Services	225-342-7744

Agencies have the responsibility of troubleshooting before calling the OTM Help Desk. Doing this may result in faster problem resolution and lower/no cost being incurred by the agency and will aid the Help Desk Operator in making the proper vendor assignment.

Included in the following categories are suggestions and information that can be used in troubleshooting.

Help Desk—continued

Telephone Sets—Many of the problems that are reported to the Help Desk relate to the telephone or telephone handset. OTM suggests that the agency purchase a single line set or sets to switch out for test purposes. Before reporting a problem, the agency should check the following:

- Is the handset plugged in?
- Is the handset cord frayed or damaged? (Bad handsets can cause low volume, distorted transmission, etc.)
- Is the telephone plugged into both modular jacks (phone and wall)?
- Is the telephone call-forwarded?
- If the phone has an A/C transformer, is it plugged into an A/C receptacle and does the receptacle work?
- Is the volume turned up?
- Replace the handset with a known working handset or test equipment. Does the problem still exist?
- Unplug the line cord from the wall jack. Replace the set and cord with equipment that is operational. Does the problem still exist?

If the problem is with defective single line sets, the agency should not call the OTM Help Desk. The OTM Help Desk will not dispatch vendors to handle single line sets. When single line sets need replacement, the agency should follow internal procedure for purchasing from state contract. Swapping out single line sets is usually an effective way of determining whether the problem is in the set or the line. If the problem still cannot be determined, it should be reported to the Help Desk.

Centrex Environment—Centrex service, also known as ESSX, is a dial tone service offered by BellSouth. In a Centrex environment individual telephone lines are linked directly from the service premise to the BellSouth Central Office. All of the agency's troubleshooting will be performed on the user end of the line. The user should first check the telephone set plugged into the line(s) in question. If the problem is in the line, the user should report the problem to the OTM Help Desk. OTM will forward the report to BellSouth or the appropriate independent telephone company.

PBX Environment—PBX or Private Branch Exchange is a telephone system that allows for communication between stations on the system without connecting those calls to public lines. The PBX also allows for direct incoming calls from public lines and outgoing calls to public lines.

An attempt should be made to determine if the problem is with the set using the procedure described above. If the set is a single line set and it can be determined to be a set problem, the agency should replace the set rather than call the OTM Help Desk.

When reporting PBX troubles, provide the Help Desk with the type of trouble, the extension, the type of set used at the extension in trouble, location of the troubled extension, and the access hours. OTM will dispatch the PBX equipment vendor if the trouble is behind the PBX switch, meaning the area from the point of demarcation to any one station.

Key Telephone System Environment—A Key Telephone System is composed of an arrangement of telephones, wiring, and necessary equipment which provides a means of answering one or more lines at one or more stations.

Users may also have the ability to transfer calls from one station to another station. Key Systems may include call directors and mounted modules, ten line key units, sets with externally mounted keys, or sets with no associated key equipment when such sets are part of a key telephone assembly. The user must identify certain circumstances before calling the Help Desk. If reporting troubles such as no dial tone or noise, the user must determine if the problem is occurring in more than one set. If the problem is common to all sets, the trouble is usually a line problem and should be reported to the Help Desk so that it can be forwarded to BellSouth or the appropriate telephone company. If the problem is occurring on only one set, the user should call OTM so that the problem can be reported to the equipment vendor. Obvious physical troubles such as lights out and frayed cords should be reported to the Help Desk as equipment problems.

Help Desk—continued

Call Processing Problems

Sometimes troubles occur when the user is trying to make a telephone call. These are referred to as call processing troubles. When reporting this type of trouble to the Help Desk, the user should be prepared to provide the Help Desk operator with details of how the call was placed.

Feature malfunctions should also be examined before calling the Help Desk. The following are suggestions which will be used in investigating feature malfunctions:

- The user should determine if the proper method and/or code for activating the feature are being used.
- The user should research whether or not the troubled line has been assigned the feature in question. Final verification on this matter can be provided by the OTM Customer Service Section.
- The user should swap out telephone sets to determine if the trouble is in the equipment.
- If the feature is the result of recent service order activity, it is possible that the feature has not been activated or is in queue to be activated. The user or TC should contact the OTM service representative who worked the order to determine if this is the cause of the trouble.
- If the above guidelines have been followed and the trouble still exists, the user is advised to report the problem to the OTM Help Desk.

Circuits

When reporting circuit problems to the OTM Help Desk, the person reporting the trouble should describe in as much detail as possible the problem being experienced. It is important to also provide the OTM Operator with the name and telephone number of a contact person at the trouble site and access hours at that site. The user reporting the trouble from the master or host site should also provide their name and telephone number. OTM will provide status information to the person who reported the trouble. Circuit troubles have a five-hour commitment time for service and are tracked by OTM every two hours.

Voice Messaging Problems

When experiencing voice messaging problems, the user should follow these troubleshooting steps before calling the Help Desk:

- If the user has a single line set, he should make sure the tone/pulse switch is set to "Tone." The voice messaging system does not recognize pulse signals.
- The user should make sure the message notification parameter is on. If it is not on, the user will not be notified of new messages via stutter dial tone or message light.
- If the user has outcall notification to a pager, he should make sure the notification schedule is activated properly. If not, the user will not be alerted via pager of new messages.
- If the stutter dial tone or message light is on but there are no messages, then the user should leave himself a new message. Then, he should go back and delete it. Usually, this will resolve the problem.
- When the user is retrieving and deleting voice messages and gets to a message the system won't allow him to delete, he should leave himself a new message and try deleting it. This will usually resolve the problem.

If these steps do not solve the problem, the user should report the problem to the Help Desk. The following information will be needed:

- Area code and telephone number in trouble
- Name and telephone number of person reporting trouble
- Name of contact person and telephone number at the trouble site
- Name of agency, the physical address, and office hours of the trouble site
- Detailed description of trouble (e.g. stutter dial tone not working)

Form OTM-15 (see page 91 for instructions and sample) is designed to assist the user in gathering the necessary information before reporting problems to the Help Desk.

Help Desk—continued

All Other Problems

For any telecommunications problems not specified above, the user should call the Help Desk and explain the problem in as much detail as possible. The Help Desk representative will either generate a trouble ticket or direct the caller to someone who can help.

An agency may need ISDN if:

- ❑ It uses video conferencing.
- ❑ It uses a digital attendant console.
- ❑ It uses circuit-switched applications.

Forms

No forms are used for this service.

Contacts

Section: Centrex Service Product
Phone: 225-342-7710
FAX: 225-342-6867
E-mail: reatha.wright@la.gov
U.S. Mail: OTM Centrex Service Product Manager
P.O. Box 94280
Baton Rouge, LA 70804-9280

Integrated Services Digital Network

ISDN (Integrated Services Digital Network) is a service that provides the capability to transport voice and data simultaneously using a single line. It may also be used in a data-only mode to increase bandwidth by combining the two B-channels to achieve 128K throughput. It is available to most subscribers using standard dial tone service and may be available to other authorized users under a non-standard, single line arrangement.

Standard Dial Tone ISDN—With standard dial tone, this service is offered under two classes of service. The first, known as Digital Voice Class, is a voice only format which provides only one B channel (B+D). The B channel is used for voice while the D channel is used for signaling. This format is used with special voice terminals for digital Centrex service.

The second class of service, known as the ISDN Class, may be used for voice, voice/data, or data only. This is the true Basic Rate Interface Service (BRI) consisting of two 64kb/B-channels and one 16kb/s D-channel (2B+D). The B-channels are used for transmitting information such as voice, data and video. The D-channel is used for signaling. ISDN can be used for voice calling and circuit-switched data. This service will accommodate, but is not limited to, Video Conferencing, Digital Attendant Consoles, and Circuit-Switched applications.

Standard dial tone ISDN service may not be available in all locations. The standard dial tone rates for ISDN can be found in the *Catalog of Services*.

Non-Standard Dial Tone ISDN—In locations where standard dial tone ISDN is not provided, it may be possible to provide ISDN on an individual single line basis. As options of how this may be accomplished vary by location, the TC must contact OTM before ordering.

How to Order

Requests and inquiries regarding ISDN class of service and non-standard dial tone ISDN should be directed to the Centrex Service Product Manager.

An agency may benefit from LaNet if:

- ☐ It needs high-speed access to the Internet.
- ☐ It needs to share information with locations statewide.

Forms

OTM-4 A, C, D, or E LaNet Access Request Form
OTM-21 LaNet Cancellation Request Form

Contacts

General Inquiries

Section: Enhanced Network Services
Phone: 225-219-4860
FAX: 225-219-4867
E-mail: otm-noc@listserv.doa.la.gov
U.S. Mail: OTM Network Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Problem Reporting

Section: Network Services LAN Support
Phone: 225-219-4CMS (4267)
FAX: 225-219-4867
E-mail: otm-noc@listserv.doa.la.gov
U.S. Mail: OTM Network Services LAN Support
PO Box 94280
Baton Rouge, LA 70804-9280

LaNet

LaNet is an OTM line of service providing subscribers with access to a shared, statewide data communications network and to the Internet. LaNet is designed to facilitate communication among educational institutions and government organizations within Louisiana. This service provides subscribers with a robust, high capacity network that can be used to connect offices and locations throughout the state, country, and world, twenty-four hours a day.

Network Architecture

The backbone for this intrastate network service consists of six points of presence (POPs) in various metropolitan areas across the state of Louisiana. Carrier-class routing and switching equipment is located at each POP. These POPs are interconnected with either DS3 (45Mbps) or OC3 (155Mbps) circuits. Any given POP has at least two connections to another POP for survivability in case of circuit failure. Each POP is protected with uninterruptible power systems and generator backup to protect against outages.

OTM currently maintains two connections from the state network to the Internet from two different backbone locations in Baton Rouge. Each of these connections hubs into different geographical locations within our upstream provider's network. The physical capacity of each of these connections is OC-3 (155Mbps). These dual connections

allow physical diversity of our Internet connections. In case of failure of either one, all Internet traffic may be routed over the other.

LaNet services may be requested by:

- any political subdivision of the State of Louisiana, including city and parish government
- private and public educational institutions within the State of Louisiana from kindergarten through university level
- other qualifying institutions as described in the current OTM Rules and Regulations.

Customers of the LaNet service are expected to abide by rules of engagement outlined in the Acceptable Use Policy.

Network Availability and Trouble Reporting

Network Operations staff monitor the LaNet backbone network from Baton Rouge. The network is available 24/7, with short periods of maintenance performed during a maintenance window of 3:00-7:00 am on Saturday mornings. Trouble with access to LaNet and the Internet may be reported to the OTM Network Services Trouble Reporting Number at 225-219-4CMS (225-219-4267) 24 hours a day.

Trouble Reporting Procedures

If you should experience trouble with your network services, please contact our Trouble Reporting number at 225 219-4CMS.

Performance

Although OTM network services are designed to operate 24 hours a day, 365 days a year, OTM does not guarantee, certify, or warrant as to quality of service or that operation of the network will be without interruption or error.

At times it is necessary to perform maintenance on network components in order to maintain quality service. OTM strives to perform this maintenance with the least impact on its customers.

Domain Name Services

If a Subscriber needs a domain name in the "state.la.us" or "louisiana.gov" domain space, OTM has the authority to issue the domain name. OTM can also run secondary Domain Name Services for your organization as a backup for the primary server. There is no charge for this service. Contact the OTM Enhanced Network Services section for more information. You can also obtain additional information from the Domain Name Services page.

Other Services

LaNet is designed to be a connectivity service, and does not offer services like Email, agency-specific DNS, or Web services. Subscribers must set up their own services or contract for those services with a commercial provider.

Because of the scarcity of Internet Protocol version 4 network addresses, subscribers are encouraged to use private network addresses on their local networks. This requires the use of a firewall or other translation mechanism to translate the private addresses to public addresses for traffic bound for LaNet and the Internet. OTM can provide a limited number of public IP class C addresses to Subscribers upon request. There is no charge for IP addresses, although we do require detailed information about how a subscriber intends to use the addresses. Also, should a subscriber cancel their LaNet services, they will be required to relinquish those IP addresses within 30 days of cancellation.

Rates

Subscribers pay a monthly LaNet service fee based on the type and speed of their connection. Subscribers will be billed by OTM through the standard billing arrangements for this service. Billing will begin for the first month after the connection is established.

The monthly rates for LaNet services are published in the OTM Catalog of Services. OTM will notify subscribers in advance of any increase in monthly rates.

How to Order

To subscribe to LaNet services:

- Review the complete description of the LaNet service including all applicable terms and conditions. Decide what configuration of services best meets your organization's needs.
- Complete the appropriate LaNet Service Request form. Mail or fax the form to OTM Enhanced Network Services section.

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the applicable LaNet Service Request.

If your agency is qualified to take the Educational Credit on your Dedicated access service, you must submit a letter to us indicating that you wish to take advantage of this credit. Please call OTM Enhanced Network Services section if you need more information about the Educational Credit.

According to the FCC Fourth Order on Reconsideration in CC Docket No. 96-45, OTM is considered an Internet Service Provider and can provide access to the Internet for K12 and library organizations at USF discounted rates (E-rate). Please refer to the document Universal Service Fund Discounts for LaNet access for

LaNet—continued

detailed information about the application process. You may also call the OTM Enhanced Network Services section with specific questions at 225-219-4860.

OTM will work with the subscriber designated contacts to arrange installation of service. The time frame for installation depends most on the availability of the circuit facilities and the equipment (router) order. Generally, four weeks is the standard installation interval.

Canceling LaNet Service

Access to LaNet services may be terminated by submitting the LaNet Service Cancellation Request, subject to the specific terms and conditions for that service.

An agency may benefit from LEARNET if:

- ❑ It is a higher education entity or one sponsored by higher education.
- ❑ It needs high speed, low latency connections between participating universities and access to Internet2.

Forms

OTM-4 D LaNet/LEARNET ATM Access Request Form

Contacts

General Inquiries

Section: Enhanced Network Services
Phone: 225-219-4860
FAX: 225-219-4867
E-mail: otm-noc@listserv.doa.la.gov
U.S. Mail: OTM Network Services
PO Box 94280
Baton Rouge, LA 70804-9280

Trouble Reporting

Section: OTM Network Services
Phone: 225-219-4CMS
225-219-4267
U.S. Mail: OTM Network Services
PO Box 94280
Baton Rouge, LA 70804-9280

LEARNET

LEARNET (Louisiana Education and Research Network) service is a high-speed intra-state service network designed for use by the education and research community in Louisiana. This service offers high speed, low latency connections between participating universities and provides the higher education community another method for collaborating on research projects such as the H.323 video conference pilot. This service is built upon existing OTM network infrastructures, but is kept logically separate, which means that traffic on this network will not impact production Internet traffic. LEARNET has also been established as the gateway to Internet2, a worldwide high-speed research network that was established for the higher education research community.

This service is limited to higher education customers, and those sponsored by higher education. Non-education entities may choose to use the intrastate aspect of this service, but access to Internet2 specifically is only available to the higher education community.

LEARNET Access—Connectivity to LEARNET service requires either access to a BellSouth ATM service cloud or fiber connectivity to OTM network hub nodes. This service is called “LEARNET Access.” The access line may be shared by the subscribers’ LEARNET and LaNet connections.

Bandwidth subscriptions for LEARNET and LaNet access are configured as virtual circuits (PVCs) on the access pipe. The

ATM category of service used to create these PVCs within the BellSouth ATM cloud is Variable Bit Rate—non-real time (VBR-nrt). This type of service allows maximum efficiency across the OTM ATM access circuits while still providing a contracted level of service for the customers. The VBR-nrt parameters, Peak Cell Rate (PCR) and Sustained Cell Rate (SCR) are both set equal to the requested LEARNET or LaNet bandwidth, so bursting above the subscription rate is not permitted. The type of service for all ATM PVCs configured on the OTM ATM backbone is either Unspecified Bit Rate (UBR), “best-effort service,” or VBR-nrt for customers who require additional traffic shaping.

LEARNET via ATM—In order to use ATM as an access method, an ATM interface will need to be available on the subscriber’s WAN access router. Depending upon the size, type, and capability of the router, that may mean adding an ATM blade to an existing router, or it may mean replacing the router with one that is ATM-enabled. OTM orders and provides support for the ATM physical access lines; however, the subscriber is responsible for maintaining the subscriber’s router and should be familiar with the configuration issues involved.

LEARNET Access to Internet2 —A connection to Internet2 requires that the university obtain an Internet Autonomous System (AS) number. Application for an AS number must be made to the American Registry for Internet Numbers (ARIN). The AS number is required for BGP routing across Internet2. In some cases, private AS numbers may be used; however, the subscriber’s router must be of sufficient capacity to handle BGP and Internet2 routing tables. More information on ARIN’s registration services and the fees applicable to obtaining an AS number may be viewed at www.arin.net. The university will also need to provide OTM with a list of IP networks that will have access to LEARNET/Internet2. Only these networks will be routed out this connection. This is a way for the university to control access to these resources, if so desired.

Trouble Reporting Procedures

If you should experience trouble with your network service, please contact our Trouble Reporting number at 225-219-4CMS.

Performance

Although OTM network services are designed to operate 24 hours a day, 365 days a year, OTM does not guarantee, certify, or warrant as to quality of service or that operation of the network will be without interruption or error.

At times it is necessary to perform maintenance on network components in order to maintain quality service. OTM strives to perform this maintenance with the least impact on its customers.

An agency may benefit from LINC if employees make long distance calls as part of their job duties.

Forms

No forms are used for this service.

Contacts

Orders

Section: Customer Service
Phone: 225-342-7762
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service Supervisor
P.O. Box 94280
Baton Rouge, LA 70804-9280

Technical

Section: Network Services
Phone: 225-342-7756
FAX: 225-342-7772
E-mail: carrie.godbold@la.gov
U.S. Mail: OTM Statewide Network Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

LINC

LINC (Louisiana Intercity Network for Communications) is a state-managed long distance system of leased telephone facilities. This system provides low cost service for calls made to any telephone in the continental United States. *LINC is not a free service* as each agency is billed monthly for its actual usage.

To place a long distance call, the user should dial the LINC access code (usually 8) then the 10-digit telephone number (XXX-XXX-XXXX).

Users should not use the LINC network for local or toll free calls.

How to Order

The TC may contact the OTM Customer Service Section for information regarding LINC. OTM will work with the agency to determine the most cost effective method of providing long distance service.

An agency may benefit from a maintenance contract if:

- ☐ Its telecommunications equipment has no warranty.
- ☐ The warranty on its telecommunications equipment is about to expire.

Forms

No forms are used for this service.

Contacts

Section: Procurement Support Services
Phone: Maintenance 225-342-7764
Procurement 225-342-4649
FAX: 225-342-7984
E-mail: jim.spain@la.gov Maintenance
nancy.jordan@la.gov Procurement
U.S. Mail: OTM Procurement Support Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Maintenance Contracts

Most equipment installations have a one-year warranty. The warranty contract goes into place as soon as installation is completed and accepted. To continue coverage after warranty or if there is no warranty, agreements or a contract for maintenance may be put in place. The agreement or contract determines who will perform repairs, the cost and how the repairs will be paid. Equipment affected consists mostly of electronic key systems and PBX systems.

How to Order

Before the warranty expires, the Procurement Support Services Section contacts the agency TC, advises him of the options available, and gives the cost and other information needed to make a decision. Available options:

Key Systems—Time and Materials Charges Agreement, OTM Maintenance Agreement, or Vendor Contract

PBX Systems—Time and Materials Charges Agreement or

Vendor Contract

Other—Contact the Procurement Support Services Section for information

If Time and Materials is the choice, OTM will request a Letter of Agreement from the agency. If OTM Maintenance is the choice, OTM will request a Letter of Agreement and certain information about the agency's equipment.

If a contract is requested, the agency must contact the OTM Procurement Officer who will coordinate bid activities between the agency and State Purchasing.

An agency may benefit from pay telephone service if clients or the public need to use telephones while visiting the agency.

Forms

No forms are used for this service

Contacts

OTM

Section: Network Services
Phone: 225-342-7756
FAX: 225-342-7772
E-mail: carrie.godbold@la.gov
U.S. Mail: OTM Pay Telephone Manager
P.O. Box 94280
Baton Rouge, LA 70804-9280

Vendors

Southern Louisiana Communications (SLC)
Phone: 866-234-8315
E-mail: tbelt@krocket.net

Decimal Inc

Phone: 888-554-1234
E-mail: decimal@1877whassup.net

Pay Telephone Service

Pay telephone service is a statewide service provided by single or multiple vendors which are selected through the bid process. By law these selected vendors are the only authorized entities allowed to provide pay telephone service for any state agency. As a precaution, OTM asks that agencies refer all calls from vendors concerning pay telephones to the OTM Pay Telephone Manager.

Agencies pay a monthly service fee for the pay telephone line and equipment. A commission may be paid to agencies based on the amount of revenue generated from the pay telephones.

How to Order

If the agency TC has determined the need for a pay telephone at one or more sites, a request should be sent to the contracted vendor listed in the Catalog of Services for the agency's district.

A map of state planning districts can be found on the Office of State Purchasing's website at www.doa.Louisiana.gov/osp/vendorcenter/map.pdf. The vendor associated with the agency's district requires the following information to process the order:

- Agency name
- Agency's mailing address
- Agency's physical location
- Name of a location contact person
- Telephone number of a location contact person
- Details of the request

An agency needs to contact someone about procurement and contract administration if it is purchasing any telecommunications equipment.

Forms

No forms are used for this service.

Contacts

Section: Procurement Support Services
Phone: 225-342-4649
FAX: 225-342-7984
E-mail: nancy.jordan@la.gov
U.S. Mail: OTM Procurement Officer
P.O. Box 94280
Baton Rouge, LA 70804-9280

Procurement and Contract Administration

The OTM Procurement Support Services Section provides a service for acquiring the proper telecommunications equipment, systems, and services at the best possible prices. Bid specifications are developed and approved by OTM. Then, depending on the dollar amount, the Procurement Support Services Section either delegates the bidding back to the using agency or sends the requisition to State Purchasing for bidding. The Procurement Support Services Section administers all statewide telecommunications contracts.

How to Order

The agency TC should begin the procurement process by coordinating requests for equipment or services purchases with their agency's procurement personnel. The following steps should then be followed when submitting requisitions.

If the type of equipment or service needed is known, the TC should prepare an in-house request and forward it to the requesting agency's procurement staff.

If the required equipment or service type is not known, the TC should contact the OTM Project Request Unit at 225-342-7708 or 225-342-7762.

If the equipment or service is available on a state contract, a release order should be issued. If the equipment or service is not available on a contract, a requisition should be forwarded to the OTM Procurement Officer for approval. The TC should make certain the requisition has proper agency approvals before it is forwarded to OTM.

Most requisitions for telecommunications equipment and services must have OTM approval prior to bidding. Some release orders must have approval from OTM prior to issuing to the contractor. If there is a question about the need for approval, the TC should contact the OTM Procurement Officer.

An agency will benefit from public directories distribution if employees make local telephone calls.

Forms

No forms are used for this service.

Contacts

Section: Information and Training
Phone: 225-342-7815
FAX: 225-342-7810
E-mail: laura.matherne@la.gov
U.S. Mail: OTM Information and Training Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Public Directories—Distribution

Local public telephone directories are provided free of charge to state agencies for the cities in which they are located.

How to Order

Directories for Alexandria, Baton Rouge, Lafayette, Lake Charles, Monroe, New Orleans, or Shreveport—Directory distribution information is requested at the same time annual directory changes are requested. The TC should provide the following information for each location:

- The name of the contact person who will receive the directories
- The contact person's telephone number
- A physical address, including room or suite number if possible
- The number of directories to be delivered to the location

Directories for Other Locations—The local telephone company will coordinate distribution of the local telephone directory for locations other than the seven major cities. If there is any problem, the TC should contact the OTM Training and Development Specialist.

An agency will benefit from listings in the public directories if the public needs to be able to contact the agency by telephone.

Forms

No forms are used for this service.

Contacts

Section: Information and Training
Phone: 225-342-7815
FAX: 225-342-7810
E-mail: laura.matherne@la.gov
U.S. Mail: OTM Information and Training Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Public Directories—Listings

A listing is a name, street address, and telephone number in a telephone directory or a cross-reference in a telephone directory. Listings are billed at a rate specified in the *Catalog of Services*. An agency may have a listing under:

- its own name in the business white pages.
- “Louisiana State Of.” (These listings are also published on OTM’s web site.) In some directories these listings are in separate blue page governmental section.
 - Listings under “Louisiana State Of” appear alphabetically by agency or department.
 - Directory assistance will give the first number listed for an agency unless a specific listing is requested. It is recommended that an information or receptionist number be listed first.

There is a separate charge for advertising. While advertising is handled directly by the agency, the TC should notify the OTM Training and Development Specialist before it is purchased. Advertising is:

- any additional words included with the listing
- special print such as bold, color, or large size
- lines, boxes, logos, or other graphics
- any enhancement to the listing
- any information appearing in the yellow pages

How to Order

Annual Updates—OTM updates BellSouth and independent telephone company telephone directories annually. Publication dates vary. For each directory in which an agency has listings, the agency TC is sent a request for update. Agencies that are not listed will not be notified of annual directory update deadlines. The TC may contact the OTM Training and Development Specialist to obtain the deadline for a particular directory. Changes received after the response due date may be excluded from the directory or incur an additional service order charge. An unconfirmed listing may be deleted from the directory.

An instruction sheet and the current listings will be included with the request for update. The TC should verify that all listings are correct. Any changes needed because of advertising should also be included. The TC should indicate any corrections, additions, or deletions in red on the pages received.

Only working numbers will be published. If the agency is anticipating number changes prior to the publication of the directory, the TC should note the effective date of the change. The listings pages must be signed by the TC and returned to the OTM Training and Development Specialist.

Interim Changes—Listings can be changed with directory assistance at any time. There is a service charge for directory assistance changes. The TC should send a written request to the OTM Training and Development Specialist indicating both the existing listing and the desired change. Requests for new listings should show the listing (agency name, address, and telephone number) exactly as it will appear in the directory. It should also indicate whether the listing is to appear under “Louisiana State Of” or in the business white pages under its own name. The request will not be processed without the TC’s signature.

An agency may need to order public directories if:

- ❑ It did not receive local directories at the same time as other organizations in the city.
- ❑ Employees need to make frequent calls outside the local area.

Forms

No forms are used for this service.

Contacts

Section: Customer Service
Phone: 225-342-7720
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

Public Directories—Ordering

Public telephone directories are provided by BellSouth or an independent telephone company. Agencies are not charged for telephone directories that include the city where the agency is located. Usually, if an agency can make a local call to a town included in a particular public telephone company directory, it is considered local and the agency is not charged for it.

If an agency cannot make a local call to a town included in a particular public telephone directory, the agency will usually be charged for the directory.

How to Order

Local Directories—Contact the OTM Customer Service Section.

Directories for cities outside the agency's local calling area—Call the BellSouth Directory Sales Center at 1-800-682-4000.

Independent telephone company directories are ordered separately from BellSouth directories. The TC should contact the business office of the independent telephone company for more information.

An agency may use a service order to request:

- ☐ New telephone lines.
- ☐ Feature changes.
- ☐ Other routine services.

Forms

OTM/S-1 Miscellaneous Service Order Form
OTM/S-2 Centrex Service Order Form
OTM/S-8 Communications Service Request

Contacts

Section: Customer Service
Phone: 225-342-7720
225-342-7762 (Supervisor)
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Service Orders

The Customer Service Section of OTM is responsible for order processing for statewide telecommunications systems. This section processes orders relating to:

- Centrex Lines
- Business Lines (1FB)
- PBX Systems
- Key Systems

Upon receipt from the agency, the service order will be reviewed for accuracy and feasibility. If approved, the order will be assigned an order number and forwarded to an order writer for processing.

Each order must bear the signature of the agency TC. If the order is rejected, the TC will be notified.

After being processed, a copy of the service order will be sent to the agency TC. Included in the service order will be the name and telephone number of the service representative who processed the order. Any questions the agency TC might have concerning the order should be

forwarded to the originating OTM service representative. Unless instructed by OTM, the agency is not to contact the assigned vendor.

Orders processed by OTM Customer Service representatives are routed to the appropriate dial tone or equipment vendor. The exceptions to this are software feature changes for Centrex service such as call pickup group, call waiting, call forward variable, etc., which are available in most of the state's Centrex systems. These changes are made at OTM.

Work performed by a vendor deemed unsatisfactory should be reported immediately to the originating OTM Customer Service representative. The same applies to software/hardware failure or malfunction that occurs immediately after the new service or change is installed. The service order department will then forward the trouble ticket as generated by the Help Desk to the appropriate vendor. This procedure for reporting trouble should be followed for a period of one month from the date of provided service. After one month has lapsed, all trouble reports should be reported to the OTM Help Desk.

It is the responsibility of the agency TC to immediately notify the OTM Customer Service representative of any changes, additions, or deletions in a service order request.

How to Order

Orders should be submitted on the proper service order form to the OTM Service Order Supervisor. Submit requests for Centrex service on OTM/ S-2 Centrex Service Order Form (see page 145 for instructions and sample). Request for non-Centrex service should be submitted on OTM/S-1 Miscellaneous Service Order Form (see page 143 for instructions and sample). Request for services for which there is no specific form may be submitted on OTM/S-8 Communications Service Request (see page 149 for instructions and sample). Orders may be sent by mail, FAX, or can be hand delivered. The full and accurate completion of these forms will help to prevent delays in the delivery of service. If the proper form is not available, the order may be submitted in a letter of request. Only in the event of extreme urgency or an emergency will service requests be taken over the telephone. The agency TC is asked to exercise judgment when determining the priority status of an order.

The TC may contact one of the following representatives.

Marian Campbell, Service Representative	225-342-7671
Mary Dye, Service Representative	225-342-7765
Gladys Gordon, Service Representative	225-342-7979
Judy Naul, Service Consultant	225-342-4344
Tracie Cole, Service Consultant.....	225-342-7226

Service Orders—continued

Erlene Sanidas, Service Order Callbacks
and Customer Satisfaction.....225-342-4654

Assignments are subject to change.

An agency may call the state directory assistance operators if:

- ❑ Employees call a state number and get a recording that the number has been disconnected.
- ❑ Employees are unable to locate state telephone numbers in the state or local directory.
- ❑ Employees need assistance with dialing instructions.

Forms

No forms are used for this service.

Contacts

Section: Information and Training
Phone: Baton Rouge: 225-342-6600
Toll Free: 800-256-7777
Manger: 225-342-7725
FAX: 225-342-7810
E-mail: rhonda.brown@la.gov
U.S. Mail: OTM Information and Training Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

State Directory Assistance

The State Directory Assistance Service assists the general public as well as state agencies by providing the following information:

- State of Louisiana government telephone numbers
- Dialing instructions
- Names of department heads and other state officials
- Assistance in identifying the appropriate state agency

Disconnected Centrex Telephone Numbers (Baton Rouge and New Orleans)—When dialing disconnected Centrex telephone numbers in Baton Rouge and New Orleans, the caller will receive a disconnect recording. However, OTM can provide specific referrals when warranted on most Centrex central office locations.

Other Disconnected Telephone Numbers—Other disconnected telephone numbers and those Centrex telephone numbers not in Baton Rouge or New Orleans are handled in a different manner. The caller will get a disconnect recording. However, there is no procedure established for number-to-number referral.

Unlisted Telephone Numbers—Telephone numbers not listed in the *Louisiana State Government Telephone*

Directory can be made available to the public through the State Directory Assistance Service. OTM can only include these numbers if the appropriate information is given by the agency TC.

To submit information or make inquiries, agency TCs may contact the Information and Training Section Manager.

An agency may benefit from using the *Louisiana State Government Telephone Directory* if:

- ❑ Employees make frequent calls to other state agencies.
- ❑ Employees send faxes to other state agencies.
- ❑ Employees need to know names of key personnel when calling other state agencies.

An agency may benefit from listings in the *Louisiana State Government Telephone Directory* if:

- ❑ An agency primarily serves state employees or other state agencies.
- ❑ An agency wants detailed listings available to state employees at no charge.

Forms

No forms are used for this service.

Contacts

Section: Information and Training
Phone: 225-342-7723
FAX: 225-342-7810
E-mail: laura.matherne@la.gov
U.S. Mail: OTM Information and Training Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

State Government Telephone Directory

The *Louisiana State Government Telephone Directory* is published by OTM in an effort to provide an accurate, effective source of information to state agencies. Suggestions and ideas for enhancements may be forwarded to the OTM Training and Development Specialist. The directory is published on-line in a printable format at www.doa.louisiana.gov/otm/listings/srgtd.pdf. Listings in this directory are provided to agencies at no charge.

The *Louisiana State Government Telephone Directory* is divided into four sections:

Information Section—A quick reference telephone list for access to key personnel and major sections at OTM and information on repair and trouble reporting.

Listings Section—Telephone and FAX numbers for state agencies. These listings are arranged alphabetically. Local dialing instructions can be found before the listings of each of the seven major metropolitan areas.

Reference Section—Telephone numbers for Louisiana's congressional delegation and state legislators and a list of Louisiana colleges and universities.

Telecommunications Coordinators Section—Explanation of an agency telecommunications coordinator's responsibilities.

Listings Updates

OTM updates agency listings periodically throughout the year and provides TCs with the procedures for submitting updates. The ability to provide correct information to state agencies, as well as to the general public, is directly related to the quality of telephone directory information furnished by state agencies. If corrections to any listing are necessary, the TC should send a written request to the OTM Training and Development Specialist. Detailed instructions pertaining to telephone listing additions, deletions, or changes should be included.

An agency may benefit from TALS if employees need to keep immediately current with legislative activities.

Forms

OTM/S-2 Centrex Service Order Form
OTM/S-8 Communications Service Request

Contacts

Section: Customer Service
Phone: 225-342-7720
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

Telephone Access to Legislative Sessions

Telephone Access to Legislative Sessions (TALS) allows access via a 342-Centrex telephone line to the proceedings taking place in the Senate and House of Representatives chambers and certain committee rooms. Subscribers are able to listen to the audio signal from the public address system in the room of their choice by dialing a three-digit code.

There are two types of service:

TALS Feature—includes TALS access to an existing 342-Centrex service line

TALS Class—provides a new dedicated Centrex service line in the 342-number range which is restricted to TALS usage

How to Order

Indicate the request for TALS in the “Remarks” section of a completed Centrex Service Order Form (OTM/S-2)(See page 145 for instructions and sample). Alternatively, the TC may describe the desired service on a Communications Service Request (OTM/S-8) (see page 149 for instructions and sample). The completed form should be submitted to the Customer Service Section.

Subscribers served by the downtown Baton Rouge Centrex system (342-XXXX) can add the TALS feature to an existing line that will be available for normal business when not connected to the TALS system. Or, they can request a dedicated line for the service (TALS Class) that will not allow any type of outside calling.

Subscribers not served by the downtown Baton Rouge Centrex system but who are within the Baton Rouge local calling area must order a 342-Centrex line billed at the TALS Class plus the charge for inner-city mileage.

Subscribers outside the Baton Rouge local calling area must order a 342-Centrex line and a connecting circuit. The Centrex line is billed according to the TALS rate, either Feature or Class. The monthly circuit cost will be billed based upon standard circuit charges.

There is a one-time installation charge for TALS.

For further information see the OTM *Catalog of Services* or contact the Customer Service Supervisor.

An agency may benefit from calling card service if employees need to make business-related telephone calls while away from the office.

Forms

OTM-3 Qwest Individual Calling Card Application Form

OTM-33 Qwest Agency Calling Card Application Form

Contacts

Qwest Communications

Phone: 800-968-3986

Fax: 800-449-2959

E-Mail: michele.buck@qwest.com

U.S. Mail: Qwest Communications
1009 Twilight Trail, Suite 123
Frankfort, Kentucky 40601

Office of Telecommunications Management

Section: Network Services

Phone: 225-342-7756

FAX: 225-342-7772

E-mail: carrie.godbold@la.gov

U.S. Mail: OTM Statewide Network Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Telephone Calling Cards

The Calling Card Service allows the card holder to make long distance business calls from any touch tone telephone in the continental United States. International calling is also available if needed. The calls are charged to the billing account associated with the card. Depending on the option chosen, the individual may be billed directly or the agency may be billed.

OTM's state contract for telephone calling cards is through Qwest Communications.

For a request to have calling card service billed directly to the employee, the employee should submit the individual calling card application form to Qwest Communications. This card is issued directly to the individual by Qwest Communications. The employee is responsible for the protection, use, and management of this card. This includes terms, restrictions, payment, resolution of fraud complaints, and cancellation of service. The employee remits payment directly to Qwest Communications and seeks reimbursement from the agency for business-related telephone expenses.

For a request to have calling card service billed directly to an agency rather than to an individual state employee, the agency TC should submit a request on the Qwest Agency Calling Card Application (OTM-33)(See page 141 for instructions and sample). This application should be sent

directly to Qwest Communications.

How to Order

Requests for calling card service should be submitted directly to Qwest Communications on the Qwest Individual Calling Card Application Form (OTM-3) (see page 51 for instructions and sample). In order to ensure prompt handling of the calling card application, each application form must be filled out completely and signed by the agency telecommunications coordinator. If international calling is desired, indicate this in the subject line of the email or on the cover sheet of the fax to Qwest Communications. Completed forms should not be sent to OTM.

Inquiries about the Calling Card Service should be directed to OTM Network Services.

An agency may benefit from toll free service if:

- ❑ The agency needs a statewide single point of contact.
- ❑ The public needs to contact the agency at no charge.

Forms

OTM-32 Toll Free Service Order Form

Contacts

Ordering

Section: Customer Service
Phone: 225-342-7762
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service Supervisor
P.O. Box 94280
Baton Rouge, LA 70804-9280

Technical Issues

Section: Network Services
Phone: 225-342-7756
FAX: 225-342-7772
E-mail: carrie.godbold@la.gov
U.S. Mail: OTM Network Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Toll Free Services

The Toll Free Service allows calls to be completed to a location without a charge to the caller. The caller dials a number in the format 8XX-XXX-XXXX and the call is routed and billed to the called party.

OTM's contract for toll free service is provided through ITC DeltaCom.

How to Order

The TC should complete the Toll Free Service Order Form (OTM-32)(See page 139 for instructions and sample) and submit it to the OTM Customer Service Section. Customer Service will work with the agency to determine the most cost effective method of providing long distance service.

An agency may benefit from training if:

- ❑ Employees have contact with the public or frequently do business over the telephone.
- ❑ A new telecommunications system is put in place.
- ❑ A new TC is appointed.
- ❑ Employees need special telecommunications training.

Forms

No forms are used for this service.

Contacts

Section: Information and Training
Phone: 225-342-7725
FAX: 225-342-7810
E-mail: rhonda.brown@la.gov
U.S. Mail: OTM Information and Training Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Training

The Information and Training Section of OTM offers training in several areas as noted below.

Professional Telephone Skills—This is a three hour training session offered to all state employees and is designed to enhance telephone communications skills. This training focuses on the importance of making a good impression, effective listening, telephone etiquette, the correct use of telephone features and handling or dealing with the difficult caller. Classes are held at OTM facilities. Out of town sessions may be scheduled upon request. No fee is charged for this training.

Feature Training—Upon request, OTM can provide or make arrangements for training pertaining to Centrex features, PBX features and functions, and ISDN.

Telecommunications Coordinator (TC) Orientation—This three-hour class provides registered TCs with a general introduction to working with OTM. The class offers an overview of the OTM website including OTM's administrative

rules, telecommunications information notices, and common telecommunications terms. Representatives from OTM's billing, customer service, advanced services, help desk, wireless, and voice processing sections present information about working with their respective sections. In addition, TCs interested in meeting with a representative from a different section at OTM may schedule an appointment. Newly appointed TCs will receive information to register for this class which is held at OTM.

Special Request Training—Upon request, OTM may be able to tailor training in the field of telephony to meet the specific needs of the requesting user or assist in the procurement of such training. Cost will be determined on an individual basis.

How to Order

Requests for training should be directed to the OTM Information and Training Manager.

An agency may benefit from uniform call distribution if it has a group of employees who receive a large number of calls that any one in the group can handle.

Forms

No forms are used for this service.

Contacts

Section: Local Service (Dialtone) Section
Phone: 225-342-7710
FAX: 225-342-6867
E-mail: reatha.wright@la.gov
U.S. Mail: OTM Local Service (Dialtone) Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Uniform Call Distribution

UCD (Uniform Call Distribution) is a line of service available for use with Standard Dial Tone (Centrex service) to distribute incoming calls to two or more agents. UCD service is generally used where there is a group of agents regularly receiving a large quantity of incoming calls which anyone in the group can handle. The UCD system automatically delivers each incoming call to the next available agent's line through rotation of lines rather than always starting at the first number (line) in a group of lines. An agency must have at least two lines in a group in order to have UCD service. One UCD system is required for each UCD group.

There are a number of options and capabilities available with UCD. These include the ability to turn off individual stations when not in use, queue some number of incoming callers until an agent is ready, receive some indication of how long

queued callers have been waiting, and provide a limited number of announcements to incoming callers.

Depending on the location of the service, different equipment may be used for turning off stations and displaying queue status. Some options require special equipment which must be purchased separately. Depending on availability and the type of equipment selected, some options may require additional circuits. The announcement option requires a separately billed circuit.

How to Order

For specific availability and recommendations, the TC should contact the Centrex Service Product Manager at 225-342-7710 or reatha.wright@la.gov.

An agency may benefit from video network services if employees hold meetings with people from several different locations.

Forms

OTM-17 Video Network Services Order Form
OTM-27 Backup Scheduling Form for Ad Hoc Sessions
OTM-28 Backup Scheduling Form for Regularly Scheduled Sessions
OTM-29 Web Scheduler Security Access

Contacts

Section: Video Network Services
Phone: 225-342-8827
FAX: 225-342-7772
E-mail: susie.pace@la.gov
U.S. Mail: OTM Video Network Services Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Video Network Services

statewide is an established line of service by the Office of Telecommunications Management (OTM). The VNS supports dial access via user provided ISDN services or dedicated access via lines provisioned through VNS. The VNS supports point-to-point and multipoint conferences.

A typical meeting brings people face-to-face to discuss a need, a problem, or a plan. People come from various locations to one place to conduct a meeting. These people normally work in the same building or, more likely, in a distant location and must travel to participate in the meeting. Video conferencing enables a face-to-face meeting to be conducted without all the players having to leave their place of business. Video conferencing can be looked at as an electronic meeting where participants interact with other participants through the use of various pieces of video equipment.

With a typical video conference, pictures and sound from one location are transmitted to one or more locations by a

camera and microphone. These images are fed through a coder/decoder (or codec). A codec is a specialized piece of equipment that compresses and converts the video signal from analog to digital and sends it over specific phone lines to the other video conferencing sites. The codec on the receiving end decompresses the incoming digitized images and converts them to their original form. The amazing thing about this process is that it occurs in real time, immediately, without any hesitation.

OTM offers Video Network Services through a contract with BellSouth. BellSouth provides for the switching and distribution processes required for interactive multipoint and point-to-point video conferencing. Both dial and dedicated access rates are offered at various speeds depending on the application. Scheduling is handled online via the BellSouth Interactive Web Scheduler, 24 hours per day, 365 days per year.

Video Conferencing User Guide—The Video Conferencing User Guide is designed to assist the telecommunications coordinator in obtaining equipment and services and ensuring a successful video conference. It offers an introduction to VNS, an explanation of access methods, video conferencing modes, and video conferencing equipment. It includes instructions for establishing service, setting up and canceling a video conference, and troubleshooting. It also includes details of what to expect on the day of the conference. In addition, there is a list of video conferencing sites and a list of equipment on contract. The Video Conferencing User Guide is on the Internet at www.doa.louisiana.gov/otm/video/videohome.htm. A printed copy can be obtained by contacting Susie Pace at 225-342-8827.

How to Order

Establishing Service—To establish dedicated access, setup a dial, audio or guest account, or to change any video account, orders should be sent to the attention of Susie Pace, fax 225-342-7772. These orders must be submitted on the State of Louisiana Video Network Services Order Form (OTM-17) (see page 96 for instructions and sample) and must be signed/approved by the telecommunications coordinator.

Orders to establish ISDN dial facilities should be sent to the OTM Centrex Service Product Manager. It will be necessary to submit a separate order to establish a video account with OTM for the VNS contract. For users who currently have ISDN lines and video conferencing equipment dial facilities, it will be necessary to establish a video account with OTM for the VNS contract.

Non-state/guest users may participate in state-hosted video conferences via an ISDN dial connection after the state host has established an account using the State of Louisiana Video Network Services Order Form.

Video Network Services—continued

Scheduling a Conference—Security access to the BellSouth Interactive Web Scheduler is required and must be obtained by contacting Susie Pace (225-342-8827 or email susie.pace@la.gov). Refer to the OTM Web Scheduler Security Access form (OTM-29) (see page 129 for instructions and sample). Once security access has been granted and the user has been trained, conferences may be scheduled online at www.video4u2.bellsouth.com/. It is the responsibility of the state host to schedule all participating sites, including their own, as well as the non-state/guest user as a receiving site.

If online access is not available, the telecommunications coordinator may fax the applicable form to the BellSouth Video Conferencing Center (BVCC) at 800-362-9137. Refer to the Video Network Services User Guide for the Backup Scheduling Form for Regularly Scheduled Sessions (OTM-28) (see page 126 for instructions and sample) or the Backup Scheduling Form for Ad Hoc Sessions (OTM-27) (see page 123 for instructions and sample).

Troubleshooting

Before reporting a trouble, the user or site coordinator should attempt to resolve the conference trouble by referring to the trouble resolution check list in the Video Network Services User Guide. After attempting to identify the trouble, contact the BVCC at 800-777-8805 and press 2 for technical assistance. The BVCC is responsible for the MCU (Multipoint Control Unit) service and scheduling and is not responsible for the users video equipment or non-state/guest users ISDN line. Problems involving ISDN lines ordered through OTM should be reported to the OTM Help Desk at 225-342-7777. Equipment problems should be referred to the respective equipment vendor.

An agency may benefit from voice messaging service if:

- ❑ Telephones need to be answered when employees are away from their desks.
- ❑ Many callers need identical information.
- ❑ Employees need to receive identical information from each caller.
- ❑ Callers reach one main number and need to have their calls redirected/transferred.
- ❑ Callers frequently request certain information to be faxed.

Forms

OTM-7 Voice Messaging Order Form
OTM-8 Voice Messaging Change Form
OTM-9 Password Reset Request Form

Contacts

Section: Voice Processing
Phone: 225-342-7857
FAX: 225-342-7965
E-mail: deborah.sharbaugh@la.gov
U.S. Mail: OTM Voice Processing Section
P.O. Box 94280
Baton Rouge, LA 70804-9280

Voice Messaging Service

Voice Messaging Service (VMS) is generally available for Standard Dial Tone (Centrex service) customers in the major metropolitan areas of the state with limited service offered in other areas of the state. Subscribers must use a touchtone telephone to interact with the service.

Based on electronic voice mail boxes, VMS is a monthly service which requires no on-site equipment. Available services include Telephone Answering and Voice Mail as well as "Special Applications." VMS Special Applications include Automated Attendant, Bulletin Board, Voice Forms, FAX on Demand and Name Directory Mailboxes.

All mail boxes are password protected with access available only through use of the password. The mail box subscriber determines and enters the password. Without the password, no one, not even OTM or the vendor, can access the mail box. However, OTM can have the password reset when the mail box user forgets the current password, the previous mail box user has left the agency, or an emergency situation arises and access to an employee's mailbox is crucial.

There are a number of different types of service associated with VMS. Not all services are applicable or available in all instances. As Special Applications are designed using a building block approach, OTM assistance will be required to determine a complete list of required components and pricing. OTM will meet with the agency to discuss the

agency's needs and tailor an application specific to those needs.

Telephone Answering—This provides the capability whereby a busy or unanswered telephone is answered with a subscriber recorded greeting. The caller may either leave a message or hang up. Multiple calls to one number can be handled simultaneously by the system.

The subscriber can retrieve messages from any touchtone telephone. As an option, the system will send an Outcall to a designated telephone number or pager (beeper) and notify the subscriber that there is a message in the mail box. Once retrieved, messages can be played, saved, replayed, and/or deleted. These messages can also be forwarded to another subscriber with an introductory message. Deleted messages can be undeleted while on the same call. If the subscriber has no reason to listen to the deleted messages a second time, he may simply hang up. He does not have to listen to them again.

Full featured service or *Integrated* service provides two other valuable features. First, callers may press "0" to be transferred to an attendant or other answering point. Second, the system will provide either an audible (stutter dial tone) or visual message waiting indicator to notify the subscriber that there is an unheard message waiting in the mail box.

Telephone Answering works with, and includes, Voice Mail features.

Voice Mail—This provides the ability to create a voice message and send it to another voice mail subscriber's mail box. Voice mail is similar to electronic mail (e-mail) except that voice mail uses the telephone and voice rather than a keyboard and text. Also, any touchtone telephone anywhere in the world can be used to access VMS rather than being restricted to a computer terminal as with e-mail. Voice mail can be tailored for each agency so that it is provided for only the person(s) with a specific need.

For outgoing messages, distribution lists can be established to send a voice mail message to all of the members on the distribution list. This permits the subscriber to record a single voice message which will be

Voice Messaging Service—continued

heard as recorded by all members of the distribution list. Confirmation of receipt or non-receipt may be requested.

VMS Special Applications—These require detailed discussions with interested agencies which will result in tailored design and scripting. These applications require the use of various mailbox components to create a custom-designed VMS system. In addition, each Special Application requires at least one shared access or dedicated access. OTM will work with the user agency to design and develop the Special Application before providing a cost estimate. The agency is under no obligation to continue after the estimate is given.

Automated Attendant—This provides callers the capability to self-direct or route their call based on menu choices. Typically, these choices would be to a particular department, function, or information-providing recording.

Automated Attendant has the option of defaulting a call to an attendant. It can also be set up to recognize after hours operation changes so that calls received outside of work hours are handled differently than during work day operations.

Bulletin Boards—These are used to provide information to callers. Bulletin Board information is recorded by the agency and can be changed at any time. Examples of recorded information could be routine items such as office hours, office location, and mailing address. It could be information about what services are available, qualifications for eligibility, or instructions on how to apply for services. It could also be status information such as the date checks were mailed, final date to apply, or information about a one-time offering.

Bulletin Boards can work alone or be part of a larger system which includes the Automated Attendant function.

Voice Forms—These are used to collect and record responses from callers in a structured manner. Voice Forms may be used alone or may be part of a multi-component VMS system.

Rather than giving instructions and then letting the caller give a free form response, the Voice Forms Mailbox asks for specific information in a sequential manner and records the caller's responses. Questions could include the caller's full name, street address, city, zip code, social security number, telephone number, etc.

When the information is retrieved for transcription by office personnel, only the caller's responses are heard. With Voice Forms, responses will be complete, consistent, and in the order necessary to easily input the information onto a form or into a computer screen layout.

See the OTM *Catalog of Services* for prices.

Name Directory—A service used on main incoming lines that allows callers to key in the name of the person they are trying to reach within that department or agency. The service will transfer the caller to the proper telephone number once it recognizes the spelled name. Each name directory is capable of containing up to 100 names.

Fax on Demand—A service that allows callers to request information be faxed to them from a roster of as many as 30 available documents, with each set of documents made up of as many as 10 pages of text or graphics. The caller may receive up to five different documents per individual telephone transaction. The stored documents can be anything that is frequently requested from an agency such as application forms, driving directions, maps, or perhaps general information about services offered by the agency. The agency is only limited by its imagination in terms of what documents to store for retrieval. A word of caution, graphics such as a governmental seal take a long time to transmit and this service is usage sensitive.

This service can be accessed any time of the day or night. It can either be part of a larger "Special Application" or stand on its own. The subscriber agency will be responsible for maintaining the service and can easily change the documents in storage.

Subscriber Locator—This is an optional add on service to an existing integrated telephone answering coverage mailbox. It is a feature over and above the "exit out to the operator" feature. When a caller hears the mailbox greeting that advises him of this option, the caller can push "6" to attempt to immediately locate the mailbox owner (subscriber) by telephone. Ideally, the subscriber has a cell phone which the mailbox will call in an effort to connect the calling party and the subscriber in a live conversation. When the VMS reaches the

Voice Messaging Service—continued

subscriber, the subscriber can manually elect to either be connected to the caller or redirect the caller back to the mailbox to leave a message. The subscriber's choice of action is not apparent to the caller.

How to Order

VMS Telephone Answering and Voice Mail—Complete the Voice Messaging Order Form (OTM-7)(see page **Error! Bookmark not defined.** for instructions and sample or call 225-342-7857, menu selection “1” and have a form faxed). The agency TC must approve the form before directing it to OTM's Voice Processing Section. Orders may be sent by mail, FAX, or hand delivered. The full and accurate completion of these forms will help to minimize delays in the delivery of service.

If changes are needed to existing service, the agency TC should submit the Voice Messaging Change Form (OTM-8)(see page 76 for instructions and sample) to the Voice Processing Section.

If a mail box password needs to be reset, the agency TC should submit the Voice Messaging Password Reset Request Form (OTM-9)(see page 79 for instructions and sample) to the Voice Processing Section.

Special Applications Services—These include Automated Attendant, Bulletin Boards, Voice Forms, Name Directory and Fax on Demand and will require special design considerations. Questions, design assistance, scripting, and order processing for these services should be directed to the VMS Product Manager.

An agency may benefit from the Basic Cable Contract if:

- ❑ The agency needs to add, move or change cabling; and
- ❑ The building requires Category 3 wiring.

OTM will work with agencies to determine their cabling needs

Forms

No forms are used for this service.

Contacts

Basic Cable and Metro Cable—Voice Services

Section: Customer Service
Phone: 225 342-7762
FAX: 225-342-7757
E-mail: linda.baumann@la.gov
U.S. Mail: OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

Basic Cable and Metro Cable—Data Services

Section: Support Services
Phone: 225 342-7761
FAX: 225-342-7372
E-mail: lois.williams@la.gov
U.S. Mail: OTM Support Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Outdoor or Indoor Complex Cable

Section: Wire and Cable
Phone: Manager: 225 342-7730
Analyst: 225 342-7832
E-mail: Manager: kirk.arnold@la.gov
Analyst: suzanne.seefield@la.gov
FAX: 225-342-7927
U.S. Mail: OTM Wire and Cable
P.O. Box 94280
Baton Rouge, LA 70804-9280

Telcom Cable and Adapters Contract

Vendor: Graybar
Phone: 225 926-2020
FAX: 225-926-2012
E-mail: michael.russell@gbe.com
U.S. Mail: Graybar
7676 Airline Highway
Baton Rouge, LA 70814

Wire and Cable Contracts

Basic Cable—The Basic Cable Contract is used for extending dial tone from the telephone company demark to the office and jack where the service is needed. This contract is intended for buildings only requiring Category-3 wiring. This contract is statewide, with regional pricing and a single contractor in each region.

Metro Cable—The Metro Cable Contract is used for extending dial tone from the telephone company demark to the office and jack where the service is needed. It is intended for buildings only requiring Category-5E and 6 wiring. This contract facilitates adds, moves and changes to voice and data cabling in the Capital Park buildings and other buildings that require it. This contract is local to the Baton Rouge metropolitan area only and is awarded to a single contractor.

Outdoor Complex Cable—The Outdoor Complex Cable Contract is used for all outdoor cabling, copper and fiber optic, buried, in conduit or aerial between buildings and on campuses. This contract is statewide and has regional pricing. It has three contractors in each region.

Indoor Complex Cable—The Indoor Complex Cable Contract is used for all indoor cabling, station and feeders, vertical and horizontal, copper and fiber optic, raceway, conduit, relay racks, backboards inside buildings and on campuses. This contract is statewide and has regional pricing. It has three contractors in each region.

Telcom Cable and Adapters Contract—The Telcom Cable and Adapters Contract is for fiber optic jumpers, Cat-5E and 6 jumpers, adapters, bulk cable, jacks, faceplates and most miscellaneous wire and cable hardware. This contract is statewide, for materials only, and through one distributor.

How to Order

Basic Cable—To initiate an order the agency's TC should send a service request to OTM's service order group. OTM will dispatch the contractor for the work and will bill the agency on their monthly phone bill.

Metro Cable—To initiate an order the agency's TC should send a service request to OTM's service order group. OTM will dispatch the contractor for the work and will bill the agency on their monthly phone bill.

Outdoor Complex Cable—This contract is Release Order (RO) driven in ISIS and Purchase Order (PO) driven for only those agencies not on ISIS. This contract requires the work

to be designed by OTM. OTM charges a fee for design services. Agencies must request OTM assistance directly from the OTM Wire and Cable group. Once the design is submitted to the agency, the agency can select the contractor of choice and issue a RO or PO to the contractor for the work. All documentation on this contract must flow through OTM. Examples of documentation include release orders, change orders, and invoicing from the contractor.

Wire and Cable Contracts—continued

Indoor Complex Cable—This contract is Release Order (RO) driven in ISIS and Purchase Order (PO) driven for only those agencies not on ISIS. This contract requires the work to be designed by OTM. OTM charges a fee for design services which require a site visit by OTM. Agencies must request OTM assistance directly from the OTM wire and cable group. Once the design is submitted to the agency, the agency can select the contractor of choice and issue a RO or PO to the contractor for the work. All documentation on this contract must flow through OTM. Examples of documentation include release orders, change orders, and invoicing from the contractor.

Telcom Cable and Adapters Contract— Agencies can contact the distributor directly to request pricing or place an order. This contract is Release Order (RO) driven in ISIS and Purchase Order (PO) driven for only those agencies not on ISIS.

An agency may benefit from pagers and other wireless messaging devices if:

- ☐ Employees frequently work outside of the office and need to be immediately available.
- ☐ Employees are on call outside office hours or while traveling.

Forms

OTM-24 Pager Order Form

Contacts

Section: Wireless Services
Phone: 225-342-0547
FAX: 225-219-7775
E-mail: ruth.werling@la.gov
U.S. Mail: OTM Wireless Services
P.O. Box 94280
Baton Rouge, LA 70804-9280

Wireless Messaging (Pagers)

The pager is a common, inexpensive means for sending a message directly to a person. The pager alerts the person that someone is trying to establish contact. Most pagers also provide details, for example a display of numbers such as a telephone number to call, a voice message or a display of words so that the person gets the message and perhaps a phone call is not even necessary.

This line of service consists of three components: pager equipment, pager air time, and special features. OTM stocks numeric and alphanumeric pagers, primarily the LS series of Motorola pagers. The alphanumeric pagers have both multi-tone and vibration alert options. OTM will program coverage as the agency TC may require: statewide, southeastern United States (TX, AR, LA, MS, AL, GA, FL), or all major metropolitan areas nationwide. Additionally, OTM can provide special features to make the pager more useful. The “custom greeting” feature allows the user to create the

greeting people hear when they are placing pages to that pager number. The “voice mail” feature allows one to customize the greeting to permit the person placing the page to leave a voice or numeric message which the user can retrieve. The “direct number” feature gives the pager a unique, dedicated toll-free pager number.

How to Order

The Pager Order Form (OTM-24) (see page 112 for sample form and instructions) will guide the TC in providing the appropriate information. OTM will process the request and bill the agency via the monthly OTM bill. The following information should be included for new pagers:

- User name
- User's desk telephone number
- Cost center to be billed
- Coverage area requested
- Mailing address if the pager is not going to be picked up from OTM

For existing pagers, provide the following pager number(s) and the situation OTM needs to address (change number, lost please replace, etc.).

If for some reason the communications requirement cannot be met this way, then a requisition must be completed and forwarded by the TC to OTM for bidding and procurement action.

OTM Wireless Group handles requests for numeric, alpha-numeric, and two-way pagers, and BlackBerry devices. Pagers can be programmed such that a single page can call to a number of pagers at the same time. This requires some level of programming coordination. Please contact the OTM wireless section for more information at 225-342-7716.

BlackBerry Resources

A demo of BlackBerry devices can be found at www.blackberry.net/products/handhelds/demos/index.shtml.

BlackBerry FAQs can be found at http://www.doa.louisiana.gov/otm/handbook/bb_faq.htm

Forms

OTM-3 Qwest Individual Calling Card Application Form (Rev. 6/01)

This form is used to obtain individual/personal calling cards under the Qwest contract. Prompt payment of the bill is the individual's responsibility.

Employee Applicant Name	The name of the individual who will be using the calling card.
Area Code and Home Telephone	The area code and home telephone number of the individual who will be using the calling card.
Actual Street Address (No P.O. Box)	The home building number, street name, and if applicable the apartment number of the individual who will be using the calling card.
City, State, Zip	The city, state and zip for the home address of the individual who will be using the calling card.
Billing Address (if different from above)	The street address where the bill should be sent, if different from the applicant's home address.
City, State, Zip	The city, state, and zip for the billing address.
Estimated Monthly Tolls	The estimated number of minutes the card will be used monthly.
Social Security Number	The Social Security Number of the individual who will be using the card. The applicant's Social Security Number is required before a calling card will be issued.
Place of Employment	The name of the agency where the individual who will be using the calling card is employed.
Daytime Telephone	The telephone number where the employee can be reached during the day, usually the work telephone number.
Credit Card Type	<p>If the individual who will be using the card chooses to have the charges billed to a valid credit card, the type of credit card (e.g., VISA, MasterCard, etc.).</p> <p>If the employee does not wish to have the charges billed to a credit card, leave blank.</p>
Credit Card Number	If applicable, the credit card number to be billed.
Expiration Date	If applicable, the expiration date on the credit card to be billed.

Qwest Individual Calling Card Application Form—continued

Print Name Applicant The name of the individual who will be using the calling card.

Signature and Title Signature and civil service or working job title of the individual who will be using the calling card.

Date The date the individual who will be using the card signed the form.

Print Name Authorized Telecommunications Coordinator The name of the agency telecommunications coordinator.

Signature and Title Signature and civil service or working job title of the agency telecommunications coordinator. The telecommunications coordinator's signature is required.

Date Date the telecommunications coordinator signed the form.

All applications must be sent directly to Qwest State Government Calling Card Applications Processing at FAX 800-449-2959. Questions about the application may be addressed to Michelle Buck at 800-968-3986.



**State of Louisiana
Calling Card Service**

Employee Applicant Name:

Area Code and Home Telephone:

Actual Street Address (No P.O. Box):

City, State, Zip:

Billing Address (if different from above):

City, State, Zip:

Estimated Monthly Tolls:

Social Security Number:

Place of Employment:

Daytime Telephone:

CARDHOLDER AGREEMENT – PLEASE READ CAREFULLY

In consideration of issuance of this corporate calling card to cardholder: cardholder agrees to be bound to the following terms and conditions applicable to the use of this card.

1. Use of the calling card is an extension of credit. The cardholder named on the front of the card(s) agrees to pay for charges incurred.
2. Charges associated with the calling card will be directly billed to the credit card identified below to eliminate the need for credit check.
3. Completed Calling Card applications can be faxed direct to QWEST at **800-449-2959** or 502-226-4537.
4. The card is not transferable. The named cardholder may authorize others to use the card, but responsibility for all charges incurred by those authorized users rests with the cardholder.
5. If this card was received from an employer, the card must be promptly returned to the employer in the event of change of employment.
6. The card will be canceled at the cardholder's request. Also, the issuing company reserves the right to change or cancel a card when fraud is suspected or cancel a card for non-payment. Continued use of the card after cancellation may constitute a violation of the law.
7. When a card is canceled, under any of the conditions described above, the cardholder must notify all authorized users and destroy all cards that have been distributed. Cardholder remains responsible for all charges incurred by the authorized users. The card is to be destroyed by the cardholder.
8. Cardholder agrees to notify the issuer's business office of any change of address or telephone number.
9. If the card is lost, stolen, or a new card is otherwise needed, cardholder must notify the business office. To report loss or theft of the card, call toll free 800-860-1020.
10. The applicable rate under this agreement is \$.09 per minute.
11. Detail service terms are governed by State of Louisiana contract #403761.

Credit Card Type	Credit Card Number	Expiration Date
Print Name Applicant	Signature and Title	Date
Print Name Authorized Telecommunications Coordinator	Signature and Title	Date

OTM-4A LaNet Dedicated Circuit Access Service Request (Rev. 11/03)

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the LaNet Dedicated Access Service Request Terms & Conditions.

OTM will work with the subscriber-designated contacts to arrange the implementation.

SUBSCRIBER INFORMATION

- Organization** Complete name of the organization (e.g., Department of Social Services, Office of Community Services).
- Physical Address** Physical address where circuit will be terminated.
- Mailing Address** Mailing address of the individual or individuals listed in the "Technical Contacts" section of the form.
- OTM Accounting Unit** OTM accounting unit (cost center) to be billed. If the agency does not have a cost center number, OTM will assign one.

TYPE OF ACCESS If appropriate mark the box.

TECHNICAL CONTACTS

- Name** Name of the specific technically knowledgeable individual assigned to work with the LaNet NOC in service installation and problem resolution. More than one person may be listed.
- Phone** Each technical contact's complete telephone number.
- Pager** Each technical contact's complete pager number.
- Email** Each technical contact's complete e-mail address.

VOTING REPRESENTATIVE

- Name** Name of the individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization.
- Phone** The voting representative's complete telephone number.
- Pager** The voting representative's complete pager number.
- Email** The voting representative's complete e-mail address.

LaNet Dedicated Circuit Access Service Request Form—continued

AGREEMENT

Telecommunications Coordinator (Print) Printed name of the organization's Telecommunications Coordinator.

Telecommunications Coordinator (Sign) Signature of the organization's Telecommunications Coordinator.

Date Date the form was signed.

Form may be faxed to LaNet at 225-219-4867 or mailed to LaNet NOC at 1800 N. 3rd St., Baton Rouge, LA 70802.

Office of Telecommunications Management

LaNet Dedicated Circuit Access Service Request

SUBSCRIBER INFORMATION

Organization _____

Physical Address _____

Mailing Address _____

OTM Accounting Unit _____

TYPE OF ACCESS

LaNet: T-1 with an Educational Discount Plan

Please refer to the OTM Catalog of Services for current rate information.

TECHNICAL CONTACTS

The following individuals will serve as primary contacts to LaNet.

Name	Phone	Pager	Email
_____	_____	_____	_____
_____	_____	_____	_____

VOTING REPRESENTATIVE

(See Terms and Conditions for description of responsibilities.)

Name	Phone	Pager	Email
_____	_____	_____	_____

AGREEMENT

By submitting this LaNet access request, the undersigned ("Subscriber") acknowledges that they have read, understood, and agreed to be bound by the terms and conditions outlined in the LaNet Access Service Request, which is incorporated herein by reference.

Telecommunications Coordinator (print)

Telecommunications Coordinator (sign)

Date

LANET DEDICATED CIRCUIT SERVICE REQUEST INSTRUCTIONS

This form should be completed by the agency's Telecommunications Coordinator. Mail the signed, completed form to OTM.

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the *LaNet Access Service Request Terms and Conditions*.

OTM will work with the subscriber designated contacts to arrange the implementation.

Organization	Complete name of the organization (e.g., Department of Social Services, Office of Community Services)
Physical Address	Physical address where circuit will be terminated
Mailing Address	Mailing address of the Technical Contact
OTM Accounting Unit	OTM Accounting Unit (Cost center) to be billed. If you don't have, or don't know, your Cost Center number, OTM will assign one.
Technical Contacts	List the specific technically knowledgeable individuals assigned to work with the LaNet NOC in service installation and problem resolution. Include a complete phone number, pager number, and email address, if available.
Voting Representative	Individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization.
Telecommunications Coordinator	Printed name and signature of the organization's Telecommunications Coordinator. Date signed.

Office of Telecommunications Management

LaNet Dedicated Access Service Request

Terms & Conditions

Acceptable Use: LaNet is a state-wide data network that exists for the primary purpose of transmitting and sharing information among governmental, research and educational organizations within Louisiana and across the Internet. Transmission of any material in violation of any federal or state laws or regulations is prohibited. LaNet connections shall not be used to access other machines without the permission of the owner. The Subscriber agrees to observe the acceptable use policy of any other network the Subscriber accesses through LaNet. LaNet subscribers are expected to be responsible in their use of the network and avoid actions that cause interference to the network or cause interference with the work of others on the network.

Types of Access: Dedicated service is available for all subscribers. The classes of service and speeds of access available to LaNet subscribers are determined by the LaNet Network Operations Center (NOC), with the assistance of the LaNet advisory board, and are described in the OTM *Telecommunications Coordinator's Handbook*.

Router: To connect to LaNet, the Subscriber must provide a router which meets all technical specifications for LaNet access. The Subscriber shall contract with the manufacturer to provide the hardware and software necessary to maintain the equipment in accordance with LaNet specifications. If LaNet architectural specifications require that new equipment be acquired, subscribers agree to make the needed changes within one year of notification by LaNet.

Router Management: The LaNet NOC may be responsible for management of the interfaces to the LaNet network on the Subscriber router(s), and only to these interfaces. All other interfaces on the Subscriber router shall be the responsibility of the Subscriber. Subscribers shall provide physical access to the router, when requested by the LaNet NOC. Subscribers will notify

the LaNet NOC prior to changing router passwords, or provide the router password on request.

Dedicated Circuit connections: OTM shall be responsible for providing and maintaining the data communications equipment and circuits necessary to connect the network equipment on the LaNet backbone to the subscriber router. The Subscriber is responsible for ordering and maintaining any cabling within their building to support access.

Security: LaNet is primarily intended to be an open transport system and does not provide any security. It is the responsibility of the Subscriber to monitor and control traffic flowing to and from its locations.

Rates: Current rates for LaNet services are included in the OTM *Catalog of Services*. OTM will notify subscribers in advance of revisions to the fees.

Payment: Subscriber agrees that it is solely responsible for payment of all fees due OTM under this agreement in a timely manner.

Subscriber Contact: Subscribers shall provide the NOC with the names and phone numbers of designated contact persons for that site. Where possible, the contacts should be technically knowledgeable individuals familiar with the operation of the network at their site. The Subscriber may designate other contacts authorized to report and coordinate problems with the NOC. All subscriber calls to the NOC should be forwarded through the designated contact persons.

Voting Representative: Subscribers shall provide the name of a single individual authorized to represent the subscriber in any voting issues submitted to LaNet subscribers.

Technical Specifications: Technical specifications and standards for operation of LaNet, including addressing conventions for protocols run over the backbone are established by the LaNet Network Operations Center (NOC), in cooperation with the LaNet advisory board(s). All Subscribers are expected to comply with the technical specifications and guidelines issued by the NOC.

Performance: Although LaNet is designed to operate 24 hours a day, 365 days a year, OTM does not guarantee, certify, or warrant as to quality of service or that operation of the network will be without interruption or error.

Limitation of Liability: Each party agrees to hold the other party harmless for any loss, damage, liability, or claims. Notwithstanding any other provisions of this agreement, in no event shall either party be liable to the other, whether arising under contract, tort (including negligence), strict liability or otherwise, for loss of revenue, profits, or use of capital, downtime of facilities, damages for failure to meet other contractual commitments or deadlines, or for any special, incidental or consequential loss or damage of any nature arising at any time or from any causes whatsoever. This includes loss of data resulting from delays, not being delivered, delivered in error, or service interruptions caused by Subscriber negligence or errors or omissions. Subscriber agrees to indemnify and hold harmless LaNet from any claims resulting from Subscriber's use of the service which damages Subscriber or another party.

Site Location: Subscriber will make available and maintain suitable space, operating environment, and appropriate safety procedures for the necessary equipment at the Subscriber's site to enable a connection to LaNet.

Force Majeure: Neither party shall be responsible for delays or failures in performance resulting from acts beyond the control of such party. Such acts shall include but not limited to acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, communication line failures, power failures, hurricanes, or other disasters.

Consent to Breach not Waiver: No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach.

Fiscal Funding: The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Termination: OTM reserves the right to temporarily disconnect a site from the network if the site is determined to be compromising the integrity of the network. OTM reserves the right to refuse or terminate LaNet access to any customer who does not properly fulfill their responsibilities as a LaNet subscriber, who does not pay OTM invoices in a timely manner, or is otherwise ineligible for LaNet access. This agreement shall remain in force until terminated by OTM or the Subscriber with 30 days written notice, or as otherwise provided herein.

Revised 03/14/2001

OTM-4C LaNet Frame Relay Access Service Request (Rev. 11/03)

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the LaNet Frame Relay Access Service Request Terms & Conditions.

OTM will work with the subscriber-designated contacts to arrange the implementation.

SUBSCRIBER INFORMATION

- Organization** Complete name of the organization (e.g., Department of Social Services, Office of Community Services).
- Physical Address** Physical address where circuit will be terminated.
- Mailing Address** Mailing address of the individual or individuals listed in the "Technical Contacts" section of the form.
- OTM Accounting Unit** OTM accounting unit (cost center) to be billed. If the agency does not have a cost center number, OTM will assign one.

- TYPE OF ACCESS** Choose from the Frame Relay class of service. Select 64 kbps, 128kbps, 128 kbps, 384 kbps, or 768 kbps; or, select 1.5 mbps, 3 mbps, 4.5 mbps, 6 mbps, 9 mbps, 12 mbps, 15 mbps, 15 mbps, 18 mbps, 21 mbps, or 24 mbps.

TECHNICAL CONTACTS

- Name** Name of the specific technically knowledgeable individual assigned to work with the LaNet NOC in service installation and problem resolution. More than one person may be listed.
- Phone** Each technical contact's complete telephone number.
- Pager** Each technical contact's complete pager number.
- Email** Each technical contact's complete e-mail address.

VOTING REPRESENTATIVE

- Name** Name of the individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization.
- Phone** The voting representative's complete telephone number.

LaNet Frame Relay Access Service Request—continued

Pager The voting representative's complete pager number.

Email The voting representative's complete e-mail address.

AGREEMENT

Telecommunications Coordinator (Print) Printed name of the organization's Telecommunications Coordinator.

Telecommunications Coordinator (Sign) Signature of the organization's Telecommunications Coordinator.

Date Date the form was signed.

ORDER FORM FOR FRAME RELAY PVC FOR LANET ACCESS

Dept./Agency Name Complete name of the organization (e.g., Department of Social Services, Office of Community Services)

Section/Unit Office or section name if the agency is a subsection of another department.

Address Agency's mailing address to be used for billing.

Physical Address Physical street address where service will be located

OTM Accounting Unit # OTM accounting unit (cost center) to be billed. If the agency does not have a cost center number, OTM will assign one.

LANET SUBSCRIBER PVC END

Please Check Action Requested Indicate if this order is to establish new service, change or add to existing service, or disconnect a frame relay PVC for LaNet access.

Frame Relay Circuit ID Not applicable for new orders. If changing or disconnecting service, existing frame relay access circuit identification number (BellSouth).

DLCI Not applicable for new orders. If changing or disconnecting service, DLCI number that is assigned to this PVC (BellSouth).

Circuit Account Number Not applicable for new orders. If changing or disconnecting service, existing frame relay access circuit account number (BellSouth).

LaNet Frame Relay Access Service Request—continued

LaNet PVC Speed Requested maximum speed of PVC for access to LaNet (corresponds with rates in OTM Catalog of Services). Traffic will be burst-limited to this rate over this PVC. (Should be equal to Be plus Bc (CIR)).

Be= Excess burst rate. Maximum amount of data in excess of Bc that can be delivered over PVC under normal conditions. Data may be discarded under congested conditions. (LaNet PVC Speed minus CIR equals Be)

Bc= Committed burst rate. Maximum amount of data that can be delivered over PVC under normal conditions that is not marked Discard Eligible (higher probability of delivery than Be data). (Generally equal to purchased Committed Information Rate (CIR) for PVC.)

LANET PVC END Leave blank. For OTM use only

AUTHORIZATION By signing this form, the agency is authorizing OTM/LaNet to order the PVC that will be used for LaNet access. The agency will be billed for this PVC separately from the charges for LaNet access.

Telecommunications Coordinator (Print) Printed name of the organization's Telecommunications Coordinator.

Telecommunications Coordinator (Sign) Signature of the organization's Telecommunications Coordinator.

Date Date the form was signed.

The form may be faxed to LaNet at 225-219-4867 or mailed to LaNet NOC at 1800 N. 3rd St., Baton Rouge, LA 70802.

Office of Telecommunications Management

LaNet Frame Relay Access Service Request

SUBSCRIBER INFORMATION

Organization _____

Physical Address _____

Mailing Address _____

OTM Accounting Unit _____

TYPE OF ACCESS (Select One)

LaNet: _____ Kbps

LaNet: _____ Mbps

Please refer to the OTM Catalog of Services for current rate information.

TECHNICAL CONTACTS

The following individuals will serve as primary contacts to LaNet.

Name	Phone	Pager	Email
_____	_____	_____	_____
_____	_____	_____	_____

VOTING REPRESENTATIVE

(See Terms and Conditions for description of responsibilities.)

Name	Phone	Pager	Email
_____	_____	_____	_____

AGREEMENT

By submitting this LaNet access request, the undersigned ("Subscriber") acknowledges that they have read, understood, and agreed to be bound by the terms and conditions outlined in the LaNet Access Service Request, which is incorporated herein by reference.

Telecommunications Coordinator (print)

Telecommunications Coordinator (sign)

Date

LANET FRAME RELAY ACCESS SERVICE REQUEST INSTRUCTIONS

This form should be completed by the agency's Telecommunications Coordinator. Mail the signed, completed form to OTM.

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the *LaNet Access Service Request Terms and Conditions*.

OTM will work with the subscriber designated contacts to arrange the implementation.

Organization	Complete name of the organization (e.g., Department of Social Services, Office of Community Services)
Physical Address	Physical address where circuit will be terminated
Mailing Address	Mailing address of the Technical Contact
OTM Accounting Unit	OTM Accounting Unit (Cost center) to be billed. If you don't have, or don't know, your Cost Center number, OTM will assign one.
Type of Access	The Subscriber may choose from the Frame Relay class of service.
Technical Contacts	List the specific technically knowledgeable individuals assigned to work with the LaNet NOC in service installation and problem resolution. Include a complete phone number, pager number, and email address, if available.
Voting Representative	Individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization
Telecommunications Coordinator	Printed name and signature of the organization's Telecommunications Coordinator. Date signed.

Office of Telecommunications Management

LaNet Frame Relay Access Service Request

Terms & Conditions

Acceptable Use: LaNet is a state-wide data network that exists for the primary purpose of transmitting and sharing information among governmental, research and educational organizations within Louisiana and across the Internet. Transmission of any material in violation of any federal or state laws or regulations is prohibited. LaNet connections shall not be used to access other machines without the permission of the owner. The Subscriber agrees to observe the acceptable use policy of any other network the Subscriber accesses through LaNet. LaNet subscribers are expected to be responsible in their use of the network and avoid actions that cause interference to the network or cause interference with the work of others on the network.

Frame Relay Access: The subscriber establishes IntraLATA Frame Relay Service off the OTM contract with BellSouth Business Systems and is responsible for all Frame Relay rate components specific to that subscription (Access Line, Port, Outbound PVC(s), Outbound CIR(s)). The subscriber establishes LaNet Access via Frame Relay through agreement with OTM based upon a Burst Limited PVC defined between the subscriber and LaNet.

Router: To connect to LaNet, the Subscriber must provide a router which meets all technical specifications for LaNet access. The Subscriber shall contract with the manufacturer to provide the hardware and software necessary to maintain the equipment in accordance with LaNet specifications. If LaNet architectural specifications require that new equipment be acquired, subscribers agree to make the needed changes within one year of notification by LaNet.

Security: LaNet is primarily intended to be an open transport system and does not provide any security. It is the responsibility of the Subscriber to monitor and control traffic flowing to and from its locations.

Rates: Current rates for LaNet services are included in the OTM *Catalog of Services*. OTM will notify subscribers in advance of revisions to the fees.

Payment: Subscriber agrees that it is solely responsible for payment of all fees due OTM under this agreement in a timely manner.

Subscriber Contact: Subscribers shall provide the NOC with the names and phone numbers of designated contact persons for that site. Where possible, the contacts should be technically knowledgeable individuals familiar with the operation of the network at their site. The Subscriber may designate other contacts authorized to report and coordinate problems with the NOC. All subscriber calls to the NOC should be forwarded through the designated contact persons.

Voting Representative: Subscribers shall provide the name of a single individual authorized to represent the subscriber in any voting issues submitted to LaNet subscribers.

Technical Specifications: Technical specifications and standards for operation of LaNet, including addressing conventions for protocols run over the backbone are established by the LaNet Network Operations Center (NOC), in cooperation with the LaNet advisory board(s). All Subscribers are expected to comply with the technical specifications and guidelines issued by the NOC.

Performance: Although LaNet is designed to operate 24 hours a day, 365 days a year, OTM does not guarantee, certify, or warrant as to quality of service or that operation of the network will be without interruption or error.

Limitation of Liability: Each party agrees to hold the other party harmless for any loss, damage, liability, or claims. Notwithstanding any other provisions of this agreement, in no event shall either party be liable to the other, whether arising under contract, tort (including negligence), strict liability or otherwise, for loss of revenue, profits, or use of capital, downtime of facilities, damages for failure to meet other contractual commitments or deadlines, or for any special, incidental or consequential loss or damage of any nature arising at any time or from any causes whatsoever. This includes loss of data resulting from delays, not being delivered, delivered in error, or service interruptions caused by Subscriber negligence or errors or omissions. Subscriber agrees to indemnify and hold harmless, LaNet from any claims resulting from Subscriber's use of the service which damages Subscriber or another party.

Site Location: Subscriber will make available and maintain suitable space, operating environment, and appropriate safety procedures for the necessary equipment at the Subscriber's site to enable a connection to LaNet.

Force Majeure: Neither party shall be responsible for delays or failures in performance resulting from acts beyond the control of such party. Such acts shall include but not limited to acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, communication line failures, power failures, hurricanes, or other disasters.

Consent to Breach not Waiver: No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach.

Fiscal Funding: The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Termination: OTM reserves the right to temporarily disconnect a site from the network if the site is determined to be compromising the integrity of the network. OTM reserves the right to refuse or terminate LaNet access to any customer who does not properly fulfill their responsibilities as a LaNet subscriber, who does not pay OTM invoices in a timely manner, or is otherwise ineligible for LaNet access. This agreement shall remain in force until terminated by OTM or the Subscriber with 30 days written notice, or as otherwise provided herein.

Revised 04/24/2001

Office of Telecommunications Management

Order Form for Frame Relay PVC for LaNet Access

For OTM Use Only

Dept/Agency Name _____

Section/Unit _____

Address _____

Physical Address _____

OTM Accounting Unit # _____

OTM Order # _____

Request Date _____

Due Date _____

Approved by _____

Contact Name _____

Telephone # _____

LaNet Subscriber PVC End

Please check action requested:

☐ New

☐ Change/Add

☐ Disconnect

Frame Relay Circuit ID _____

DLCI _____

Circuit Account Number _____

(Burst limited to LaNet PVC speed and Graceful Discard is off)

LaNet PVC speed: _____

Be = _____

Bc = _____

LaNet PVC End -- OTM Use Only

☐ Change/Add

LaNet Frame Relay Circuit ID (check one)

☐ BTR -- 60.QIDA.500071 (DLCI=94)

☐ NOR -- 60.QIDA.500028 (DLCI=91)

☐ LAF -- 60.QIDA.500113 (DLCI=92)

☐ SHV -- 60.BKXF.500000 (DLCI=93)

Bill to: 225 M14-6188

AUTHORIZATION

I authorize OTM/LaNet to order a Frame Relay PVC that will be used to connect this agency to LaNet. I understand that the charges for this PVC will be billed to this agency.

Telecommunications Coordinator (print)

Telecommunications Coordinator (sign)

Date

FRAME RELAY PVC FOR LANET ACCESS INSTRUCTIONS

This form should be completed by the agency's Telecommunications Coordinator.

Form may be faxed to LaNet at 225-219-4867 or mailed to LaNet NOC at 1801 N. 4th St., Baton Rouge, LA 70802.

OTM will work with the subscriber designated contacts to arrange the implementation.

	Agency Billing Information
Department or Agency Name	Complete name of the organization (e.g., Department of Social Services, Office of Community Services)
Office/Section	Office or Section name if your agency is a sub-section of another department
Mailing Address	Mailing address of the agency (for billing)
Physical Address	Physical street address where service will be located
OTM Accounting Unit	OTM Accounting Unit (Cost center) to be billed. If you don't have, or don't know, your Cost Center number, OTM will assign one.
	Subscriber PVC Information
Action required	Indicate if this order is to Add, Change, or Delete a Frame Relay PVC for LaNet Access
Frame Relay Circuit ID	Not Applicable for Add orders. If you are Changing or Deleting service, please indicate existing Frame Relay Access Circuit Identification number (BellSouth).
Frame Relay Circuit DLCI	Not Applicable for Add orders. If you are Changing or Deleting service, please indicate DLCI number that is assigned to this PVC (BellSouth).
Frame Relay Circuit Account Number	Not Applicable for Add orders. If you are Changing or Deleting service, please indicate existing Frame Relay Access Circuit Account number (BellSouth).
LaNet PVC Speed	Requested maximum speed of PVC for access to LaNet (corresponds with rates in OTM Catalog of Services). Traffic will be burst-limited to this rate over this PVC. (Should be equal to Be plus Bc (CIR)).
Be	Excess burst rate is maximum amount of data in excess of Bc that can be delivered over PVC under normal conditions. Data may be discarded under congested conditions. (LaNet PVC Speed minus CIR equals Be)
Bc	Committed burst rate. Maximum amount of data that can be delivered over PVC under normal conditions that is not marked Discard Eligible (higher probability of delivery than Be data). (Generally equal to purchased Committed Information Rate (CIR) for PVC.)
	LaNet PVC Information
Action required	Indicate if this order is to Add, Change, or Delete a Frame Relay PVC for LaNet access.
LaNet Frame Relay Circuit ID	LaNet has a Frame Relay Access Circuit in each BellSouth LATA. Indicate which LATA/circuit will be used for access.
Telecommunications Coordinator name, signature, and date	By signing this form, the agency is authorizing OTM/LaNet to order the PVC that will be used for LaNet access. The agency will be billed for this PVC separately from the charges for LaNet access.

OTM-4D LaNet/LEARNET ATM Access Service Request (Rev. 11/03)

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the LaNet Dedicated Access Service Request Terms & Conditions.

OTM will work with the subscriber-designated contacts to arrange the implementation.

SUBSCRIBER INFORMATION

- Organization** Complete name of the organization (e.g., Department of Social Services, Office of Community Services).
- Physical Address** Physical address where circuit will be terminated.
- Mailing Address** Mailing address of the individual or individuals listed in the "Technical Contacts" section of the form.
- OTM Accounting Unit** OTM accounting unit (cost center) to be billed. If the agency does not have a cost center number, OTM will assign one.

TYPE OF ACCESS Select the type of access.

SERVICES & BANDWIDTH Select the service and bandwidth.

TECHNICAL CONTACTS

- Name** Name of the specific technically knowledgeable individual assigned to work with the LaNet NOC in service installation and problem resolution. More than one person may be listed.
- Phone** Each technical contact's complete telephone number.
- Pager** Each technical contact's complete pager number.
- Email** Each technical contact's complete e-mail address.

VOTING REPRESENTATIVE

- Name** Name of the individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization.
- Phone** The voting representative's complete telephone number.
- Pager** The voting representative's complete pager number.
- Email** The voting representative's complete e-mail address.

LaNet/LEARNET ATM Access Service Request—continued

AGREEMENT

Telecommunications Coordinator (Print) Printed name of the organization's Telecommunications Coordinator.

Telecommunications Coordinator (Sign) Signature of the organization's Telecommunications Coordinator.

Date Date the form was signed.

Form may be faxed to LaNet at 225-219-4867 or mailed to LaNet NOC at 1800 N. 3rd St., Baton Rouge, LA 70802.

Office of Telecommunications Management

LaNet / LEARNET ATM Access Service Request

SUBSCRIBER INFORMATION

Organization _____

Physical Address _____

Mailing Address _____

OTM Accounting Unit _____

TYPE OF ACCESS (Select One)

IMA _____ Mbps

Subrate DS3 _____ Mbps

SERVICES & BANDWIDTH

LaNet _____ Mbps

LEARNET _____ Mbps

TECHNICAL CONTACTS

The following persons will serve as primary contacts to LaNet.

Name	Phone	Pager	Email
_____	_____	_____	_____
_____	_____	_____	_____

VOTING REPRESENTATIVE

(See Terms and Conditions for description of responsibilities.)

Name	Phone	Pager	Email
_____	_____	_____	_____

AGREEMENT

By submitting this LaNet access request, the undersigned ("Subscriber") acknowledges that they have read, understood, and agreed to be bound by the terms and conditions outlined in the LaNet Access Service Request, which is incorporated herein by reference.

Telecommunications Coordinator (Print)

Telecommunications Coordinator (Sign)

Date

OTM-4E LaNet Local Ethernet Access Service Request (Rev. 11/03)

By submitting this request, the subscriber acknowledges that they have read, understood, and agreed to all the terms and conditions outlined in the LaNet Dedicated Access Service Request Terms and Conditions.

OTM will work with the subscriber-designated contacts to arrange the implementation.

SUBSCRIBER INFORMATION

Organization Complete name of the organization (e.g., Department of Social Services, Office of Community Services).

Physical Address Physical address where circuit will be terminated.

Mailing Address Mailing address of the individual or individuals listed in the "Technical Contacts" section of the form.

OTM Accounting Unit OTM accounting unit (cost center) to be billed. If the agency does not have a cost center number, OTM will assign one.

TYPE OF ACCESS Select the type of access.

SERVICES & BANDWIDTH Select the service and bandwidth.

TECHNICAL CONTACTS

Name Name of the specific technically knowledgeable individual assigned to work with the LaNet NOC in service installation and problem resolution. More than one person may be listed.

Phone Each technical contact's complete telephone number.

Pager Each technical contact's complete pager number.

Email Each technical contact's complete e-mail address.

VOTING REPRESENTATIVE

Name Name of the individual authorized to represent the dedicated subscriber in voting on issues presented to LaNet subscribers. Typically a senior person from the site's data processing or telecommunications organization.

Phone The voting representative's complete telephone number.

Pager The voting representative's complete pager number.

Email The voting representative's complete e-mail address.

LaNet Local Ethernet Access Service Request—continued

AGREEMENT

Telecommunications Coordinator (Print) Printed name of the organization's Telecommunications Coordinator.

Telecommunications Coordinator (Sign) Signature of the organization's Telecommunications Coordinator.

Date Date the form was signed.

Form may be faxed to LaNet at 225-219-4867 or mailed to LaNet NOC at 1800 N. 3rd St., Baton Rouge, LA 70802.

Office of Telecommunications Management

LaNet Local Ethernet Access Service Request

SUBSCRIBER INFORMATION

Organization _____

Physical Address _____

Mailing Address _____

OTM Accounting Unit _____

TYPE OF ACCESS (Select One)

Local Ethernet Port(s) _____

SERVICES & BANDWIDTH

Local Ethernet Bandwidth _____ Mbps

TECHNICAL CONTACTS

The following persons will serve as primary contacts to LaNet.

Name	Phone	Pager	Email
_____	_____	_____	_____
_____	_____	_____	_____

VOTING REPRESENTATIVE

(See Terms and Conditions for description of responsibilities.)

Name	Phone	Pager	Email
_____	_____	_____	_____

AGREEMENT

By submitting this LaNet access request, the undersigned ("Subscriber") acknowledges that they have read, understood, and agreed to be bound by the terms and conditions outlined in the LaNet Access Service Request, which is incorporated herein by reference.

Telecommunications Coordinator (Print)

Telecommunications Coordinator (Sign)

Date

OTM-7 Voice Messaging Order Form (Rev. 5/05)

Subscriber's Phone Number	Ten-digit phone number
Agency	Agency where Voice Messaging Services will be provided.
Mailbox Number	To be assigned by OTM. Please do not write in this space.
Billing Account Unit	Billing Account Unit/Cost Center to be charged for the service. For example: N123-4567
User Name	Please print Last Name, First Name
Site Contact	The person to be contacted regarding the order and to coordinate training. The contact should be someone located at the site where services are being provided. Please print Last Name, First Name.
E-mail Address	User's E-mail Address-optional information
Contact's Phone #	Ten-Digit phone number of the agency contact
Mailbox Type & Optional Features	Please place and "X" by the desired Mailbox type and Extra Cost Options. For a detailed description of service, please refer to the Catalog of Services-Voice Messaging Services Section. You may also dial 225-342-7857 to speak to a staff member.
Functionality:	
Question #1	If you have other numbers programmed to forward to this number on a busy or don't answer, please provide the 7-digit number(s).
Question #2	If you want to activate the Exit Out option, please provide a number for the caller to be transferred to. This number should not have voice mail. If you do not want to activate the feature, simply write NA on the line provided. There is no additional cost to activate or deactivate this feature.
Question #3	Calls will automatically be forwarded to voice mail when your line is busy or isn't answered after 3 rings. If you want your calls to forward to another number before going to voice mail, please provide the 7-digit number. If you want your calls to forward to voice mail only when you have activated the Call Forward Variable (72/73) feature, write, "Forward on Call Forward Variable Only." Using the Call Forward Variable feature means that voice mail will not answer your calls until you have activated the CFV (72/73) feature.

Voice Messaging Order Form—continued

Question #4 If this is a Digital (ISDN) Line, do you have programmable buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable? If yes, please check "This is a digital line and HAS buttons for call forwarding." You will be provided with the necessary codes to program these buttons. If no, please check "This is a digital line, and does NOT have buttons for call forwarding." OTM will program the call forward busy/don't answer features according to your instructions under Question #3. If this is not a Digital or ISDN Line, please check "This is NOT a digital line." OTM will program the call forward busy/don't answer features according to your instructions under Question #3.

Question #5 Please provide a mailing address for Training Material. If your agency is located in the Baton Rouge Area and has a Messenger Mail address, please provide it.

Approval All requests must have the Agency Telecommunications Coordinator's signature. Upon approval, please fax your request to the OTM Customer Service Section at 225-342-7757. Or, mail the completed form to:

OTM Customer Service
PO Box 94280
Baton Rouge, LA 70804-9280

To Be Completed by OTM Please do not write in this section. OTM Personnel will complete it.

Office of Telecommunications Management

Standard Voice Messaging Order Form (OTM-7)

SUBSCRIBER INFORMATION

Subscriber's Phone Number	()	Agency	
Mailbox Number	() <i>assigned by OTM</i>	Billing Account Unit	
User Name	 <i>print- last, first</i>	Site Contact	 <i>print- last, first</i>
E-Mail Address	 <i>optional</i>	Contact's Phone #	()

MAILBOX TYPE & OPTIONAL FEATURES

Please check desired mailbox type and extra features. For detailed descriptions see the Catalog of Services - Voice Messaging Services.

BASIC MAILBOX TYPE (Choose One)

- ☐ Small Message-Taking Mailbox
(30 messages, 2 minutes each)
- ☐ Medium Message-Taking Mailbox
(50 messages, 4 minutes each)
- ☐ Large Message-Taking Mailbox
(100 messages, 4 minutes each)
- ☐ Transfer Mailbox - **provide transfer detail below**
(transfers callers to another mailbox)

transfer to mailbox number: _____

- ☐ Single Line Directory
- ☐ After Hours Information Box
- ☐ Name Directory

EXTRA COST OPTIONS (may choose multiples)

- ☐ Subscriber Locator Option
(allows callers to opt to "find you" rather than leave message)
- ☐ Web-View Option
(allows access to your voice mail via Internet)
- ☐ Personal Fax Option
(allows you to accept faxes in your mailbox)

OTM Assigned DID #: _____

- ☐ Outcall Notification - **provide outcall detail below**
(notifies your pager or mobile phone when you have voice mail)

1) 10 digit pager or mobile phone number to notify: _____

2) Is this a pager or mobile phone? _____

☐ Pager

☐ Mobile Phone

FUNCTIONALITY

- 1) If other telephone numbers forward to this line, please list them here: _____
- 2) **Exit Out Feature:** If you would like callers to be able to press "0" to exit your voicemail and be transferred to another telephone number, please indicate that phone number here (this number should NOT have voice mail): _____
- 3) **Forwarding calls to Mailbox:** Unless otherwise specified, your calls will be forwarded to voice mail when this line is busy or not answered after 3 rings.
(Note: it is not necessary that forwarding for busy and don't answer be the same) _____
- 4) **Is this a Digital (ISDN) Line** with set buttons for "Call Forward Busy", "Call Forward Don't Answer" and/or "Call Forward Variable"? (Buttons may be labeled CFB, CFDA, CFV.)
- ☐ This is a digital line and HAS buttons for call forwarding
- ☐ This is a digital line, and does NOT have buttons for call forwarding
- ☐ This is NOT a digital line
- 5) **Mailing Address for Training Materials:** _____

APPROVAL

All requests must have Agency Telecommunications Coordinator or OTM Project Manager signature. Upon completion, Fax to 225-342-7757.

TC signature

date

phone number

For OTM use only

Add Cat Code(s): _____

ECAS CFB to: _____

Entered in Database: _____

ECAS CFDA to: _____

Date: _____

No. of Rings: _____

OTM Project Code: _____

Message Waiting: _____

Exit out to: _____



Rev 05/05

OTM-8 Voice Messaging Change Form (Rev. 5/05)

Subscriber's Phone Number	Ten-digit phone number
Agency	Agency where Voice Messaging Services will be provided.
Mailbox Number	To be assigned by OTM. Please do not write in this space.
Billing Account Unit	Billing Account Unit/Cost Center to be charged for the service. For example: N123-4567
User Name	Please print Last Name, First Name
Site Contact	The person to be contacted regarding the order and to coordinate training. The contact should be someone located at the site where services are being provided. Please print Last Name, First Name.
E-mail Address	User's E-mail Address-optional information
Contact's Phone #	Ten-Digit phone number of the agency contact
Requested Action:	
Disconnect Voice Mail: A	If other numbers forward (call forward busy or don't answer) to this line, please list them.
Disconnect Voice Mail: B	Call Forward busy and Call Forward Don't Answer will be discontinued when the voice mail is disconnected. If you wish this number to forward to another number, please provide the 7-digit number. It is not necessary that forwarding for busy and don't answer be the same.
Change of Class of Service	List new mailbox type, for example: Small, Medium or Large. For a detailed description of services, please refer to the Catalog of Services – Voice Messaging Services Section. There is a one time fee for this service.
Subscriber Name Change	Provide new user name, Last name, First Name. There is no charge for this service. (If a Password Reset is also needed, the Agency Telecommunications Coordinator must submit a Password Reset Request Form—OTM-9. There is a one time fee for a Password Reset Request.)
Exit Out Change	Provide new 7-digit number, or to remove the feature, write "Remove" in the space provided. There is no charge to activate or deactivate this feature.
Other	Please explain your request.

Voice Messaging Change Form—continued

Approval All requests must have the Agency Telecommunications Coordinator's signature. Upon approval, please fax your request to the OTM Customer Service Section at 225-342-7757, or mail the form to:

OTM Customer Service

PO Box 94280

Baton Rouge, LA 70804-9280.

For OTM use only Please do not write in this section. OTM Personnel will complete it.

Office of Telecommunications Management
Voice Messaging Disconnect or Change Form (OTM-8)

SUBSCRIBER INFORMATION

Subscriber's Phone Number () _____	Agency _____
Mailbox Number () _____ <small>(if different from phone number)</small>	Billing Account Unit _____
User Name _____ <small>print- last, first</small>	Site Contact _____ <small>print- last, first</small>
E-Mail Address _____ <small>optional</small>	Contact's Phone # () _____

REQUESTED ACTION

Check all that apply:

☐ **Disconnect Voice Mail (please complete A and B below):**
A. If other numbers forward (call forward busy or don't answer) to this line, please list them here:

B. Forwarding on this number will be discontinued when the voice mail is disconnected. If you wish this number to forward to another number please indicate here:

Call forward on busy to: _____

Call forward on don't answer to: _____

☐ **Change Class of Service:** New mailbox type is: _____

☐ **Subscriber Name Change:** New user name is: _____

☐ **Exit Out Change:** New exit out number is: _____

☐ **Other:** Please explain: _____

APPROVAL

All requests must have the Agency Telecommunications Coordinator or OTM Project Manager's signature. Upon completion, fax to 225-342-7757.

_____ <i>Requestor</i>	_____ <i>date</i>	_____ <i>phone number</i>
_____ <i>TC or OTM Project Manager signature</i>	_____ <i>date</i>	_____ <i>phone number</i>

For OTM use only

Add Cat Code(s): _____ _____ _____	ECAS CFB to: _____ ECAS CFDA to: _____ No. of Rings: _____ Exit out to: _____	Entered in Database: _____ Date: _____ OTM Project Code: _____
Message Waiting: _____		
Remove Cat Code(s): _____ Qty: _____ _____ Qty: _____ _____ Qty: _____	Comments: _____ _____ _____	

OTM-9 Voice Messaging Password Reset Request Form (Rev. 05/05)

This form is used to request a password reset when the mailbox user forgets the current password, the previous mailbox user has left the agency, or when an emergency situation arises and access to an absent employee's mailbox is crucial.

Request Date	Date form is filled out
Mailbox Number	Ten-digit telephone number of the mailbox
Current Name	Name mailbox is currently listed under. Please print Last Name, First Name
Agency	Agency mailbox belongs to.
New User Name	(If applicable) Please print Last Name, First Name
Request Reason	Please state why mailbox requested to be reset, for example: employee forgot password, previous employee left agency

All orders must be approved by the Agency Telecommunications Coordinator prior to submission to OTM. Agencies should allow two (2) business days, after submittal to OTM, for the reset to be completed. In Emergency situations, the Agency Telecommunications Coordinator should contact the OTM Voice Processing Group by dialing 225-342-7857.

Failure to obtain proper approval will delay implementation of the order. If you are unsure of who your Telecommunications Coordinator is, you may contact the OTM Voice Processing Group by dialing 225-342-7857.

Fax the completed form to OTM's Customer Service Section at 225-342-7757. Or, mail the form to:

OTM Customer Service Section
PO Box 94280
Baton Rouge, LA 70804



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF TELECOMMUNICATIONS MANAGEMENT

KATHLEEN BABINEAUX BLANCO
GOVERNOR

JERRY LUKE LEBLANC
COMMISSIONER OF ADMINISTRATION

Request Date: _____

OTM – Customer Service Section
Fax: 225-342-7757
Post Office Box 94280
Baton Rouge, LA 70804-9280

To Whom It May Concern:

This letter is to request a password reset on mailbox number ()
currently in the name of _____, with the
_____ agency.

The new user name is _____. The reason for the
password reset is: _____

Please note: There is a one-time charge for this request. The requestor takes all responsibility for mailbox holder privacy issues. In order for your request to be processed it must be signed by the Agency Telecommunications Coordinator. Once approved, please fax to the OTM Customer Service Section at 225-342-7757 or mail to Post Office Box 94280, Baton Rouge, LA 70804-9280. Upon reset, the Requestor and the TC will be notified by email. Please allow at least two (2) full business days after submittal to OTM for the reset to be completed.

Signed: _____ ()
Agency Telecommunications Coordinator (TC) Phone Number

TC's E-mail Address

Requestor ()
Phone Number

Requestor's E-mail Address

.....
To be completed by OTM:

OTM Approval: _____ Date/time faxed to vendor: _____

CatCode: _____

Rev 5/05 -- OTM-9

OTM-11 Telecommunications Coordinator (TC) Appointment Form (Rev. 09/04)

Check the appropriate box to correct information for a current TC, replace or delete a current TC, or appoint a new TC. If replacing or removing a current TC, indicate the name of the TC being replaced or removed.

Check the appropriate box to request TC Orientation and/or access to the agency's OTM bill on-line.

Check the appropriate box to indicate the courtesy title of the new TC or the TC whose information is being corrected. Indicate Mr., Ms., Dr., or other. If other, specify what courtesy title should be used in addressing the TC.

Name Name of the TC affected by the above indicated action.

Title Civil Service or working job title of the TC.

Department Department of the TC.

Office Office within the department.

Section Section within the office.

Address TC's street or post office address.

City City of the mailing address.

Zip Zip code of the mailing address.

Telephone Number TC's telephone number, including area code.

FAX Number FAX number of the TC.

Internet E-mail Address TC's Internet e-mail address.

Authority Authorized scope of the TC's authority. Can be agency-wide, department-wide, specific location, statewide, or specialized (e.g., credit cards).

Responsible for Mark the appropriate box to indicate whether the TC will be handling orders for voice, data or both voice and data.

List All OTM Cost Center Numbers Under New TC's Authority All OTM cost center numbers for which the newly appointed TC will be responsible.

TC Appointment Form—continued

Signature of Appointing Authority Signature of the person (usually the department or agency head) authorized to appoint the TC. This action cannot be activated without this signature.

Title of Appointing Authority Title of the appointing authority.

Signature of Newly Appointed Telecommunications Coordinator Signature of the newly appointed TC.

Date Date the form was signed.

**State of Louisiana Office of Telecommunications Management
Telecommunications Coordinator (TC) APPOINTMENT FORM (OTM-11)**

Check all appropriate items:

- ☐ The information below should be corrected for the current TC.
- ☐ The person below replaces the current TC _____
- ☐ The current TC should be deleted _____
- ☐ The person below is an additionally appointed TC.
- ☐ The person below is a newly appointed TC.
- ☐ I am interested in Telecommunications Coordinator Orientation.
- ☐ I will need access to the OTM bill on-line

Mr. **Ms.** **Dr.** **Other** _____ (specify)

Name _____

Title _____

Department _____

Office _____

Section _____

Address _____

City _____ **State** Louisiana **Zip** _____

Telephone _____ **Fax** _____ **Email** _____

Authority _____
(agency wide, statewide, etc.)

Responsible for **Voice** **Data** **Voice and Data**

List all OTM cost center numbers under new TC's authority

Signature of Appointing Authority _____

Title of Appointing Authority _____

Signature of Newly Appointed TC _____

Date _____

RETURN TO: Information and Training Section Manager
 Office of Telecommunications Management
 PO Box 94280
 Baton Rouge, LA 70804-9280
 Fax 225-342-7810

OTM-12 Circuit Order Form (Rev. 7/95)

PAGE 1

Due Date For OTM use only. Due date will be established by OTM upon receipt of order.

OTM Order # For OTM use only.

Page 1 of ____ Total number of pages in the order.

Date The date the order is prepared by the agency or TC.

SANS/FACS Code Billing cost center number to which the circuit is billed.

Dept. Department requesting the service.

Office Office requesting the service.

Section Section requesting the service.

Unit Unit requesting the service.

Contact Person on site where the circuit work will be performed.

Telephone Telephone number of the contact person.

Approved By Signature of the TC.

Action Required Check the type of action requested.

Service Required Check the type of service requested including the *Speed* required and the *Jack* type.

Master Billing For OTM use only.

**Earning/Inventory Billing
Number** For OTM use only.

FlexServ OTM Number For OTM use only.

Remarks Include any remarks which are pertinent to the service order.

PAGE 2 This page requests information on the master circuit.

Due Date For OTM use only.

OTM Order # For OTM use only.

Page 2 of ____ Total number of pages in the order.

OTM-12 Circuit Order Form—continued

Master	Originating or starting point of circuit.
Office	Office the circuit is serving.
Building	Building where the office is located.
Floor/Room	Floor and room number of the office.
Street	Physical location of the building. Do not give a post office box.
City	City where the building is located.
Zip Code	Zip code for address given above.
Contact	Contact person at the circuit site.
Telephone	Telephone number of the contact person.
Local Telephone Number	Local telephone number at the drop site.
Access Hours	Business hours of the office.
Jack Interface	Type of jack with which the circuit interfaces.
BellSouth to extend/run inside wiring from demarc to terminal/PC location	Check yes or no.
Special Conditions/Instructions	Include any special conditions or instructions for the installation of the circuit.
Driving Instructions	Give as much detail as possible on how to reach location.
Other Remarks	Include any remark that is pertinent to the completion of the service.

PAGE 3

The second additional drop assigned to the Master for a multi-point circuit should be described on page 3.

ADD-ON

Each additional drop assigned to the master circuit should be described on an Add-On page. Use a separate copy of the Add-On page for each drop.

For assistance in completing this form, call 225-342-7797 or 225-342-7758.

State of Louisiana—Office of Telecommunications Management

Circuit Order Form

Due Date _____

OTM Order # _____

Page 1 of _____

Date _____ SANS/FACS Code _____ Dept _____

Office _____ Section _____ Unit _____

Contact _____ Telephone _____ Approved By _____

Action Required

Install New Circuit	_____	
Disconnect Circuit	_____	Circuit ID _____
Add Drop(s)	_____	Circuit ID _____
Disconnect Drop(s)	_____	Circuit ID _____
Change Drop Location/Address	_____	Circuit ID _____
Inmove Drop within Office	_____	Circuit ID _____

Service Required

Synchronet Service	_____	MegaLink Service	_____
Point-to-Point	_____	Clear Channel (B8ZS)	_____
MultiPoint	_____	Extended Super Frame (ESF)	_____
Speed	_____	FlexServ Termination	_____
(2.4, 4.8, 9.6, 19.2, 56, 64)	_____	Education Tariff	_____
Secondary Channel Service	_____	Jack Type	_____
FlexServ Termination	_____		
Educational Tariff	_____		
Jack Type	_____		

Analog Service	_____	MegaLink w/ Channel Svc	_____
2 or 4 Wire Data Circuit	_____	Basic System Capacity	_____
2 or 4 Wire Interface	_____	(24, 48, 96, etc.)	

Other _____

Note: Please note remarks for Feature Activation type (Trunks, Tie, Line, Date, etc.) and quantity.

FlexServ Termination	_____
Jack Type	_____

Master Billing _____

Earning/Inventory Billing Number _____

FlexServ OTM Number _____

Remarks _____

State of Louisiana—Office of Telecommunications Management

Circuit Order Form

Due Date _____

OTM Order # _____

Page 2 of _____

Master: Office: _____

Building: _____

Floor: _____ Room: _____

Street: _____

City: _____

Zip: _____

Contact: _____ Telephone: _____

Local telephone number at the drop location: _____

(If not the same number as the contact telephone number)

Access Hours: _____

Jack Interface: _____

BellSouth to extend/run inside wiring from demarc to terminal/PC location:

Yes _____ No _____ Special Conditions/instructions: _____

Driving instructions if located on highway or rural route: _____

Other remarks: _____

State of Louisiana—Office of Telecommunications Management
Circuit Order Form

Due Date _____

OTM Order # _____

Page 3 of _____

Drop 2: Office: _____

Building: _____

Floor: _____ Room: _____

Street: _____

City: _____

Zip: _____

Contact: _____ Telephone: _____

Local telephone number at the drop location: _____

(If not the same number as the contact telephone number)

Access Hours: _____

Jack Interface: _____

BellSouth to extend/run inside wiring from demarc to terminal/PC location:

Yes _____ No _____ Special Conditions/instructions: _____

Driving instructions if located on highway or rural route: _____

Other remarks: _____

State of Louisiana—Office of Telecommunications Management

Circuit Order Form Add-On

Due Date _____

OTM Order # _____

Page _____ of _____

Drop __: Office: _____

Building: _____

Floor: _____ Room: _____

Street: _____

City: _____

Zip: _____

Contact: _____ Telephone: _____

Local telephone number at the drop location: _____

(If not the same number as the contact telephone number)

Access Hours: _____

Jack Interface: _____

BellSouth to extend/run inside wiring from demarc to terminal/PC location:

Yes _____ No _____ Special Conditions/instructions: _____

Driving instructions if located on highway or rural route: _____

Other remarks: _____

OTM-15 Help Desk Information Form (Rev. 7/95)

This form is designed to aid the user in gathering the necessary information before reporting problems to the OTM Help Desk.

Telephone Number or Circuit ID in Trouble	Area code and the telephone number reported as having trouble. Example: (225) 771-2011 Telephone number and/or circuit number reported as having trouble. Example: (225) 925-7000/60CLNC7611 (318) 491-2500/600SPA2577
Person Reporting the Trouble	Name of the person making the report.
Telephone Number of Person Reporting the Trouble	Area code and telephone number of the person making the report.
Contact Person at Site	Name of the person that can be contacted for additional information and who should be notified when problem is resolved.
Contact Person's Telephone Number	Area code and telephone number of contact person at site.
Department/Agency	Education, Public Safety, Administration, etc.
Location of Trouble	City, agency, and street address where problems are located. Example: Baton Rouge, Office of Telecommunications Management, 150 Third Street
Access Hours	Days and hours the office is open. Example: Monday - Friday, 8:00 a.m. to 5:30 p.m.
Type of Problem and Description of Problem	Line problem, feature problem, equipment, etc. Example: Line problem—trouble on local calls (dial 9) such as no dial tone (dead), can't call out, can't be called, noisy line, etc., should be reported as trouble on local calls. Example: Feature problem—trouble with a feature not working such as call pick-up, call forward busy, call forward variable, call transfer, etc., should be reported as trouble with a feature and the feature which is not working should be identified.

Help Desk Information Form—continued

Example: Equipment problems—switches (PBXs), and key systems, which experience problems should be reported as such along with the type of PBX (e.g., Definity, Dimension) or key system (e.g., 1A2 Key, Toshiba, Northern Tel).

Example: Data circuits—There are three vendors (at publication time) for data circuits: BellSouth, AT&T data, and WTG. The vendor name should be reported, the type of trouble being experienced and the data circuits identification number.

Can't transmit—

BellSouth data circuit #63D7747

Can't receive—

AT&T data circuit #60FD8878

Circuit down—

OTM/WTG data circuit #WXX01234

Office of Telecommunications Management Help Desk/Trouble Reporting (OTM 15)

Use this form to gather information before calling the OTM Help Desk. **Do not submit this form to OTM.**

1. Telephone number or circuit ID number in trouble _____
 2. Person reporting the trouble _____
 3. Telephone number of person reporting the trouble _____
 4. Contact person at site _____
 5. Contact person's telephone number _____
 6. Department/agency _____
 7. Location of trouble _____
 8. Access hours _____
 9. Type of problem and description _____
- _____
- _____
- _____
- _____
- _____
- _____

OTM-16 Project Request Form (Rev. 6/04)

Agency/Department	Agency and department requesting the service.
Main Telephone No.	Agency's main telephone number.
Current Address	Agency's current physical address, including the zip code.
New Address	Physical address, including the zip code, where the new system will be located.
Under Construction	Check if the building at the new address is under construction.
Existing Structure	Check if there is an existing building at the new address.
Anticipated Occupancy Date	Anticipated date the agency will be at the new address.
Multi-building (Campus) Environment	Check if the agency will be located in more than one building.
Multi-floor Environment	Check if the agency will be located on more than one floor.
If Relocating or Remodeling, Is Telephone Wiring at New Location Included in the Capital Outlay or Lease Specifications (RL2)?	Check the appropriate box. Attach a copy of the telecommunications section of the lease agreement.
Project to be Charged to Cost Center	Cost center to be billed.
Desired Service Due Date	Date service is desired.
Contact Person	Name of a contact person at the project site.
Telephone	Telephone number of the listed contact person.
Email Address	Email address of the listed contact person.
Type of Project	Check the appropriate box. If the service is not listed, check "other" and explain in the blank provided.
Brief Explanation of Project Request	Description of the assistance required.
Are Funds Available in Your Budget for this Fiscal Year to Cover this Project?	Check the appropriate box.
Type of Telephone System Currently in Use	Type of telephone system the agency currently uses.
Number of Employees	Number of employees at the project site.
Number of Telephones	Number of telephones at the project site.

Project Request Form—continued

Form Completed By Name of the person completing the form.

Date Date the form is completed

Approved By (TC) Agency telecommunications coordinator's signature.

Date Date the telecommunications coordinator signed the form.

Print and fax the completed form to OTM at 225-342-7757.

Louisiana Office of Telecommunications Management

Project Request Form OTM-16

Agency/Department _____ Main Telephone Number _____

Current Address _____ City _____ LA Zip _____

New Address _____ City _____ LA Zip _____

☐ Under construction ☐ Existing structure Anticipated occupancy date _____

☐ Multi-building (campus) environment ☐ Multi-floor environment

If relocating or remodeling, is telephone wiring at new location included in the Capital Outlay or lease specifications (RL2)?

☐ Yes ☐ No (Copy of the telecommunications section of lease agreement must be attached.)

Project to be charged to cost center _____ Desired service due date _____

Contact person _____ Telephone _____

Email address _____

Type of Project

☐ **Budgetary action (cost quote only)**

☐ Recurring telecommunications cost for budget year _____

☐ Replace/expand existing Key or PBX system

☐ Wiring/cable

☐ **Implementation/assistance**

☐ System evaluation

☐ Relocating

☐ Existing Structure

☐ New Structure

☐ Expansion to existing Key or PBX

☐ Centrex redesign (features/equipment)

☐ Overhead paging

☐ Wiring/cable

☐ Other _____

Brief explanation of project request

Are funds available in your budget for this fiscal year to cover this project? ☐ Yes ☐ No

Type of telephone system currently in use _____

Number of employees _____ Number of telephones _____

Form completed by _____ Date _____

Approved by (TC) _____ Date _____

Print and fax the completed form to OTM at 225-342-7757.

Revised 10/2004

OTM-17 Video Network Services Order Form (Rev. 1/02)

OTM Order Number For OTM use only.

Accounting Unit # Billing cost center number to which the service will be billed.

Date Service Needed Date service is needed (furnished by agency).

Department Department requesting the service.

Date Order Prepared Date the order was prepared by agency.

Office Office requesting the service.

Approved By (TC) Signature of the agency telecommunications coordinator.

Contact Person on site where the circuit work will be performed.

Contact Telephone Telephone number of the contact person.

Alternate Contact Alternate contact name.

Alternate Contact Telephone Alternate contact telephone number.

Vendor For OTM use only.

DTN/Site For OTM use only.

Synopsis of Order Request Brief description of service requested in this order.

Service Requested Complete all information applicable to this order.

1. ACCESS LINES Mark the appropriate boxes. Furnish circuit IDs, bandwidth channels to be activated, and quantities of accounts as applicable.

PRIMARY WIRING INSTALLATION LOCATION

Additional Wiring To Be Extended to Jack Mark yes or no. If yes, complete this section for the location where the wiring will be installed.

Office Office the circuit will be serving.

Building Building where the office is located.

Floor Floor and room number of the office.

Room Room number of the office.

Street Address Physical location of building. Do not list a post office box.

Video Network Services Order Form—continued

City City where the building is located.

ZIP Zip code.

Contact 1 Contact person at the circuit site.

Telephone Number Telephone number of the contact person.

Contact 2 Alternate contact person at the circuit site.

Telephone Number Telephone number of the alternate contact person.

Access Hours Business hours of the office.

Access Days of Week Days of week office is accessible.

Jack Interface Type of jack which the circuit will interface.

Driving Instructions Any directions to site which are pertinent to the completion of the service.

Remarks Any remarks.

2. VIDEO ACCESS SERVICE Mark the appropriate boxes.

3. SUBSEQUENT USER SET-UP CERTIFICATION Mark yes for additional set-up certification test beyond those included in the dedicated access or dial access account set-up.

ADDITIONAL WIRING INSTALLATION LOCATION (SITES)

Additional Wiring To Be Extended to Jack Mark yes or no. If yes, complete this section for the location where the wiring will be installed.

Office Office the circuit will be serving.

Building Building where the office is located.

Floor Floor and room number of the office.

Room Room number of the office.

Street Address Physical location of building. Do not list a post office box.

City City where the building is located.

ZIP Zip code.

Contact 1 Contact person at the circuit site.

Video Network Services Order Form—continued

Telephone Number Telephone number of the contact person.

Contact 2 Alternate contact person at the circuit site.

Telephone Number Telephone number of the alternate contact person.

Access Hours Business hours of the office.

Access Days of Week Days of week office is accessible.

Jack Interface Type of jack which the circuit will interface.

Driving Instructions Any directions to site which are pertinent to the completion of the service.

Remarks Any remarks.

**CUSTOMER SITE PROFILE
WORKSHEET** One profile is required per site.

Date Worksheet Completed Date form is completed.

BellSouth Sales Contact For OTM use only.

T/N For OTM use only.

Fax For OTM use only.

Internet/E-mail Address For OTM use only.

Customer Name Name of department/office.

Site Specific Billing Address Billing address for department/office/university.

Video Site Name Site name to appear in Web Scheduler in alpha order.

Video Site Address/Room Physical address with room number, floor, etc.

Video Site Local Contact Person responsible for ordering telecommunications service at site.

Site Coordinator Agency technical person responsible for this video location.

Telephone Site coordinator's telephone number.

Fax Site coordinator's fax number.

Email Address Email address for site coordinator.

1. Selected Video Speed The transmission speed (e.g. 128 kbps, 384 kbps, 768 kbps, T-1, etc.) selected for operating the video equipment determined by

Video Network Services Order Form—continued

the agency/contractor through consultation.

2. Codec Manufacturer Information obtained after specific equipment is selected by the agency through consultation with equipment vendor/contractor.

**3. If Dedicated Transport exists,
provide Circuit ID** Circuit identification number.

If Dial-up, provide SPID Service Profile Identifier (SPID).

Louisiana Office of Telecommunications Management
Video Network Services Order Form (OTM-17)

page 1 of 4

OTM Order # _____
Video Billing Number 225M148794

Accounting Unit # _____	Date Service Needed _____
Department _____	Date Order Prepared _____
Office _____	Approved By (TC) _____ <i>Telecommunications Coordinator</i>
Contact _____	Contact Telephone _____
Alternate Contact _____	Alternate Contact Telephone _____
Vendor _____	DTN/Site _____
<i>For OTM Use Only</i>	<i>For OTM Use Only</i>

Synopsis of Order Request _____

SERVICE REQUESTED

Complete all Information Applicable to this Order

1. Access Line(s) B89ZS/ESF required

Speed ☐ 128K ☐ 384K ☐ 768K ☐ T-1

Dedicated

☐ CO DACS to Network ☐ Premise to Network
☐ New ☐ Existing ☐ Move ☐ Disconnect
☐ Activate Additional Bandwidth (Channels) _____
☐ Circuit ID (if existing or in move) _____

Dial Up (ISDN) Account Set Up Fee is \$30 per site

☐ New ☐ Existing ☐ Move

List circuit ID(s) per ISDN line (if existing or in move)

Circuit ID 1. _____
 2. _____
 3. _____

Other Account Set Up Fee is \$30 per guest

☐ Guest Number of guest accounts _____
☐ Audio Add-on Number of audio add-on accounts _____

Louisiana Office of Telecommunications Management
Video Network Services Order Form (OTM-17)

page 2 of 4

PRIMARY WIRING INSTALLATION LOCATION

*Indicate if additional wiring is required to extend to the jack. Unregulated wiring charges not to exceed \$1800 per order and must be billed to miscellaneous account number **225M142632**.*

Additional Wiring to be extended to jack? ☐ Yes ☐ No

If yes, complete the following

Office _____

Building _____

Floor _____ Room _____

Street Address _____

City _____ LA ZIP _____

Contact 1 _____ Telephone Number _____

Contact 2 _____ Telephone Number _____

Local number at the location (if different from contact's number) _____

Access hours _____ Access days of week _____

Jack interface

Driving instructions if located on a highway or rural route

Remarks

Attach a Video Conferencing Services Customer Site Profile Worksheet for each video site.

2. Video Access Services

Indicate all options to be certified for this location. Note: Minutes of use are measured and billed on a per-minute basis. Flat rate is unlimited usage for a fixed cost. All rates are based on speed.

		Minutes of Use	Flat Rate	T.120	Speed Matching/ Continuous Presence
Speed	128K	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	384K	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	768K	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	T-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Subsequent User Set-up Certification

This fee is applied for any additional set-up certification test requested by users beyond those included in the dedicated access or the dial access account set-up fee (one codec and associated equipment).

☐ Yes (\$250.00 per site)

**Louisiana Office of Telecommunications Management
Video Network Services Order Form (OTM-17)**

page 3 of 4

ADDITIONAL WIRING INSTALLATION LOCATIONS (SITES)

Indicate if additional wiring is required to extend to the jack. Unregulated wiring charges not to exceed \$1800 per order and must be billed to miscellaneous account number **225M142632**.

Additional Wiring to be extended to jack? ☐ Yes ☐ No

If yes, complete the following

Office _____

Building _____

Floor _____ Room _____

Street Address _____

City _____ LA ZIP _____

Contact 1 _____ Telephone Number _____

Contact 2 _____ Telephone Number _____

Local number at the location (if different from contact's number) _____

Access hours _____ Access days of week _____

Jack interface _____

Driving instructions if located on a highway or rural route _____

Remarks _____

Attach a Video Conferencing Services Customer Site Profile Worksheet for each video site.

Louisiana Office of Telecommunications Management
Video Network Services Order Form (OTM-17)

page 4 of 4

CUSTOMER SITE PROFILE WORKSHEET

One profile is required per site

Date worksheet completed _____

To be completed by OTM

BellSouth Sales Contact _____ T/N _____ FAX _____

Internet/email address _____

Customer Name _____

Site specific billing address _____

Video site name _____

(name will appear in Web Scheduler as listed)

Video site address / room _____

Video site local contact _____

Site coordinator _____ Telephone _____ FAX _____

Email address _____
(Technical person)

1. Select Video Speed _____

2. Codec Manufacturer _____ Codec Model Number _____

Codec Software Revision Level _____

3. If dedicated transport service exists, provide circuit ID _____

If Dial-up, provide SPID _____

Fax the completed form to OTM at 225-342-7772.

OTM-21 LaNet Cancellation Request (Rev. 11/03)

Access to LaNet services may be terminated by submitting the LaNet Cancellation Request, subject to the specific terms and conditions for that service. OTM will work with the designated contacts to arrange the details of service cancellation. The agency will be billed for the month in which cancellation of service takes place. There are no cancellation fees. If you don't receive a response within three days, please call the LaNet Help Desk.

Organization Use the same name as supplied on the original service request.

Site Number Your LaNet Customer ID number.

OTM Accounting Unit Same as on the original service request.

Please Cancel Our Subscription to LaNet Services Effective (Date) Leave this space blank to indicate an "As Soon As Possible" date or designate any effective date beyond that required by the original service request's terms and conditions.

Telecommunications Coordinator (PLEASE PRINT) Printed name of the authorized Telecommunications Coordinator.

Telecommunications Coordinator (Signature) Signature of the Telecommunications Coordinator.

Date of Request Date the request was made.

Submit by fax to LaNet NOC at 225-219-4867 or mail to:

LaNet NOC
P.O. Box 94280
Baton Rouge, LA 70804-9280

Office of Telecommunications Management

LaNet Cancellation Request

Subscriber Information

Organization: _____

Site Number: _____

OTM Accounting Unit: _____



This form is to be used by LaNet subscribers to cancel existing agreements with OTM for LaNet services.

Please refer to the OTM *Telecommunications Coordinator's Handbook* for a description of the LaNet services, the applicable terms and conditions, and an explanation of the fields on this service request.

Please cancel our subscription to LaNet services effective (date) _____

Telecommunications Coordinator (***PLEASE PRINT***)

Telecommunications Coordinator (***Signature***)

Date of Request

Canceling LaNet Access

Access to LaNet services may be terminated by submitting the *LaNet Cancellation Request*, subject to the specific terms and conditions for that service.

Completing the Cancellation request

OTM-23 Frame Relay Order Form (Rev. 09/04)

Note: The agencies should work closely with OTM and/or BellSouth when filling out this form.

PAGE 1

OTM Order Number For OTM use only.

Agency Cost Center Number Billing cost center number to which the services are billed.

Due Date Requested Date service desired.

Department Department requesting the service.

Prepared By Person filling out this form.

Office Office requesting the service.

Date Prepared Date the form is prepared

Primary Technical Contact Technical person on site to contact.

Email Email address of the primary technical contact.

Phone Telephone number of the primary technical contact.

Alternate Technical Contact Alternate technical person on site to contact.

Email Email address of the alternate technical contact.

Phone Telephone number of the alternate technical contact.

TC Approval Signature of telecommunications coordinator (TC).

BellSouth Master Billing No. For OTM use only.

BELLSOUTH SERVICE REQUESTED

Action Required Mark the appropriate box for the type of action required. If changing, moving, or disconnecting existing service, indicate the circuit ID, earning number, and DLCI.

Note: If this service will be used for LaNet access, the agency telecommunications coordinator must also fill out the appropriate LaNet order forms. The TC may contact the LaNet Section at 225-219-4860 or visit OTM's website at www.doa.louisiana.gov/otm for more information.

Frame Relay Order Form—continued

SERVICE REQUIRED

Access Line Mark the type of access line. Indicate the NPA and the NNX.

Port Speed Indicate the port speed and CIR.

PAGE 2

SERVICE REQUIRED CONTINUED

PVC Indicate the type and quantities of PVCs.

Change to Existing Service If this is a change order on existing service, indicate the changes to port speed, PVC, and/or CIR.

Reports If requesting a report, indicate under the Agency column either standard or enhanced. Indicate the customer ID. There is an additional charge for the reports. The form is always marked with Enhanced Reports for OTM. This lets BellSouth know that OTM would like to have the usage reports available when needed.

OTM NETWORK PVC SPEED Complete this section only if ordering InterLATA service. Otherwise go to page 3 and complete customer site information.

New Service Fill in the OTM network PVC speed, Be, and Bc requested.
(Note: OTM Network PVC Speed/Burst Capability = Be + Bc)

Change Existing Service Indicate the circuit ID of existing service.

Indicate existing OTM network PVC speed and new OTM Network PVC speed.

Indicate existing Be and new Be.

Indicate existing Bc and new Bc.

(Note: OTM Network PVC Speed/Burst Capability = Be + Bc)

PAGE 3

CUSTOMER SITE INFORMATION

Office Name of the office where the circuit is located.

Building Building where the office is located.

Floor Floor number in the building where the circuit is located.

Frame Relay Order Form—continued

Room	Room number in the building where the circuit is located.
Street	Physical location of the building. Do not give a post office box.
City	City where the building is located.
Zip Code	Zip code for the physical street address given.
Contact	Contact person at the site where the service is located.
Telephone Number	Telephone number of contact person at site.
Local Telephone Number at the Location	Local telephone number at the site (if not the same as the contact person's telephone number).
Access Hours	Business hours of the office.
Jack Interface	Type of jack with which the circuit interfaces.
Additional Wiring Required to Extend Demarc	Mark yes or no.
Name of Vendor to Extend Demarc	If additional wiring is required to extend demarc, indicate "BellSouth." If not, leave blank.
Driving Instructions if Located on a Highway or Rural Route	Driving instructions to the site. Give as much detail as possible.
Remarks	Remarks that are pertinent to completion of the service.

For assistance in completing this form, call OTM Advanced Services Group at 225-342-7751 or 225-342-7761. The form should be emailed to both lois.williams@la.gov and deloris.leavell@la.gov or faxed to OTM at 225-342-7372.

Louisiana Office of Telecommunications Management
Frame Relay Order Form (OTM-23)

Page 1 of 3

OTM Order Number _____
(To be assigned by OTM)

Agency Cost Center Number _____ Due Date Requested _____
Department _____ Prepared by _____
Office _____ Date Prepared _____
Primary Technical Contact _____ Email _____ Phone _____
Alternate Technical Contact _____ Email _____ Phone _____

TC Approval _____

BellSouth Master Billing No. _____ 225 M14-0411 Agency Frame Account
(to be assigned by OTM) _____ 225 M14-6188 LaNet Frame Account

BellSouth Service Requested

Action Required
(check appropriate boxes)

If this service will be used for LaNet Access, you must also fill out the appropriate LaNet Order Forms. Please contact the OTM Network Services Section at 225-219-4860 or visit our web site at www.doa.louisiana.gov/otm

☐ **New Install**
☐ **Change Existing** Circuit ID _____ Earning No. _____ DLCI _____
☐ **In Move/Move** Circuit ID _____ Earning No. _____ DLCI _____
☐ **Disconnect** Circuit ID _____ Earning No. _____ DLCI _____

Service Required (check appropriate boxes)

Access Line

☐ 56/64 Kbps ☐ T-1 ☐ 3 Mbps ☐ 6 Mbps ☐ 45 Mbps

☐ Premise to Network (CAT1) **OR** ☐ CO DACS to Network (CAT2)

_____ NPA _____ NNX

Port Speed

Full Port Speed _____ K/Mbps CIR _____ K/Mbps

Sub-rate Port Speed _____ K/Mbps CIR _____ K/Mbps

For assistance in completing this form, call the OTM Advanced Services Group at 225-342-7751 or 225-342-7761.

Rev. 09/2004

Louisiana Office of Telecommunications Management
Frame Relay Order Form (OTM-23)

Page 2 of 3

OTM Order Number _____
(To be assigned by OTM)

Service Required Continued (check appropriate boxes)

PVC

- ☐ Standard PVC _____ quantity
- ☐ Priority Data PVC _____ quantity
- ☐ Intelligent PVC (Works with Standard or Priority PVC and is used to reroute service to backup sites.)
(Requires 1 additional PVC/CIR for existing service. Requires 3 PVC/CIR for new service.)

Change to Existing Service

Port Speed _____ Current _____ New _____

PVC _____ Current _____ New _____

CIR _____ Current _____ New _____

Reports

Standard ☐ Agency _____ OTM _____

Enhanced ☐ Agency ☒ OTM _____

Customer ID _____

OTM Network PVC Speed (Complete this section only if you are ordering Interlata Service.)

- **Burst Limited** to OTM Network PVC Speed and Graceful discard is **OFF**
- OTM Network PVC Speed / Burst capability = (**Be** + **Bc**)

☐ **New Service**

OTM Network PVC Speed _____ K/Mbps **Be**= _____ K/Mbps **Bc**= _____ (BellSouth CIR K/Mbps)

☐ **Change Existing Service**

Circuit ID _____

Change the following _____ Change from _____ Change to _____

OTM Network PVC Speed _____

Be _____

Bc _____

**Louisiana Office of Telecommunications Management
Frame Relay Order Form (OTM-23)**

Page 3 of 3

OTM Order Number _____
(To be assigned by OTM)

Customer Site Information

Office _____

Building _____

Floor _____ Room _____

Street _____

City _____

Zip Code _____

Contact _____ Telephone Number _____

Local telephone number at the location _____
(If not the same as the contact telephone number)

Access Hours _____

Jack Interface _____

Additional wiring required to extend demarc ☐ Yes ☐ No

Name of Vendor to extend demarc _____

Driving Instructions if located on a highway or rural route (give as much detail as possible)

Remarks

Note to wiring vendor: Total charges for this order should not exceed \$2,500.

Note to BellSouth: Wiring charges should be billed to 225 M19-4475 and should not exceed \$2,500.

**Save the form in Microsoft Word. Email a copy of the SAVED form to
deloris.leavell@la.gov and lois.williams@la.gov
Or, you can fax the form to OTM at 225-342-7372.**

For assistance in completing this form, call the OTM Advanced Services Group at 225-342-7751 or 225-342-7761.

Rev. 09/2004

OTM-24 Pager Order Form (Rev. 04/04)

Request Date: Date of agency request to OTM.

Agency: Name of requesting agency.

User's Name: Name of person responsible for pager.

AU: The agency account number that will be billed for the pager.

User's Phone Number: The user's ten-digit desk telephone number.

Agent Access Account Number: The existing agent access account number if requesting agency has pager programming access.

**Contact Person/
Telecommunications
Coordinator (TC):** The name and telephone number of the person completing the request for the pager.

**1) Action Requested (please
circle one):** *New Pager* if requesting a new pager

Upgrade if the request is an upgrade to an existing pager (upgrade can be for a frequency upgrade, an equipment upgrade or a feature upgrade).

Replacement (Broken) if it is for a replacement of broken equipment.

Replacement (Lost) if it is for a replacement of lost equipment.

Return (Broken) if the pager is broken and a replacement is not needed.

Return (Still Works) if the pager still works and is no longer used.

**2) If New Pager Requested, Is
This:** *Purchase* if the request is for the purchase of pager.

Rental if the request is for the rental of pager.

**Should It Be Part of a Group
Page?** If the pager should have group page capability, circle Yes. If not, circle No.

Provide Number: Phone number of group page that already exists.

**3) If Replacement or Upgrade,
Please Provide the Following:** Each pager has encoded information listed on the body of the device. It may only be readable with a magnifying glass, but it will be identifiable. That information is needed to deprogram and/or make programming changes. Study the back of the pager and make note of the serial number, the cap code and the telephone number (toll free, local or access number with a PIN) associated with the pager.

Equipment Serial Number: The serial number on the pager that will be replaced or upgraded.

Pager Order Form—continued

Pager Number: The telephone number associated with the pager that will be replaced or upgraded.

Cap Code: The Cap code, if it is known or printed on the pager that will be replaced or upgraded.

PIN: If applicable, the personal identification number associated with the pager that will be replaced or upgraded.

Should it be Part of a Group Page? If the pager has or should have group page capability, circle *Yes*. If not, circle *No*.

Provide Number: Phone number of group pager that already exists.

PAGER EQUIPMENT

4) If This Is a New Install/ Upgrade/Replacement Should It Be (Circle Only One): Circle only one option.

Numeric if the pager type should be numeric. Numeric pagers can only display numbers on the pager screen for a callback.

Alphanumeric if the pager type should be alphanumeric. Alphanumeric pager screens can display text messages from a pager interface such as email or only numbers for a callback.

2 Way if the pager type should be 2 way. 2 Way pager devices have both a display screen and a keyboard for reading and creating text messages as well as receiving numeric pages.

5) Available Options (Circle Option(s) Desired): Circle all desired options.

Voice Mail if the pager should have voice mail service whereby callers can not only key in a number for a call back, they can leave a voice mail message for the person they are trying to contact. Standard voice mail holds ten messages, 60 seconds length, 48 hours retention.

Email if the pager should have email service so that email messages can be sent to the pager through a pager interface. Email can only be used with alphanumeric pagers.

User's Email Address: The email address of the pager user, if email service is selected.

Pager Order Form—continued

6) If New Install/ Upgrade/ Replacement, What Coverage is Requested? Circle only one option.

Statewide if the pager should have statewide coverage

Nationwide if the pager should have nationwide coverage.

Regional if the pager should have regional coverage.

If no change requested for area of coverage, circle *No Change to Current Pager Service*.

7) Is Insurance Requested? "Yes" if pager should have insurance.

"No" if no insurance is desired.

DISTRIBUTION INFORMATION

Put an X or blacken the box appropriate for the requested and available method of distribution.

Ship: Mark if equipment is to be shipped. OTM will only ship pagers to an address outside of the Baton Rouge area. Pagers within the Baton Rouge area must be picked up at OTM.

Ship to Address: If shipping is requested, a street address (not a P.O. Box) including agency name, city, state, and zip code where the equipment should be shipped.

Name and Phone Number of Delivery Site Contact: Name and telephone number of person at the receiving site who will take delivery of the shipment.

Call (for Pickup) Mark if equipment will be picked up at OTM.

Name and Phone Number of Person to Notify: Name and telephone number of person to call when equipment is ready for pick-up.

Office of Telecommunications Management Pager Order Form (OTM 24)

(Please provide all of the requested information.)

Request Date _____ Agency _____ User's Name _____ AU _____ User's Phone Number _____
(Including Area Code)

Agent Access Account Number _____ Contact Person/Telecommunications Coordinator (TC) _____
(If Applicable) (Name and Phone Number)

1 Action requested (please mark one) ☐ New Pager ☐ Upgrade ☐ Replacement (Broken) ☐ Replacement (Lost) ☐ Return (Broken) ☐ Return (Still Works)

2 If new pager requested, is this (please mark one) ☐ Purchase ☐ Rental Should it be part of a group page? ☐ Yes ☐ No If existing, provide number: _____

3 If replacement or upgrade, please provide the following
Equipment Serial Number _____ Cap Code _____ Should it be part of a group page? ☐ Yes ☐ No If existing, provide number: _____

Pager Number _____ PIN _____

Pager Equipment

4 If this is a new install/upgrade/replacement should it be (mark only one) ☐ Numeric ☐ Alphanumeric ☐ 2-Way

5 Available options (mark desired option(s)) ☐ Voice Mail ☐ Email*
*Only available on an alphanumeric pager, provide user's email address _____

6 If new install/upgrade/replacement, what type of coverage is requested? ☐ Statewide ☐ National ☐ Regional ☐ No change to service
(mark only one)

7 Is insurance requested? ☐ Yes ☐ No

Distribution Information

OTM neither delivers nor ships pagers within the Baton Rouge area. OTM will contact Baton Rouge agencies when the pagers are ready for pickup. If agency is located outside of the Baton Rouge metropolitan area, please check the box (Ship or Call) to indicate how the pager is to be delivered.

☐ Ship Ship to Address: _____
Name and Phone Number of Delivery Site Contact: _____
☐ Call (for pick up) Name and Phone Number of Person to Notify: _____

NOTE: Rental pager returnable to OTM on demand. If pager is lost, agency will be billed for replacement value, depending on device type.

OTM-24 (08/04)

Print and fax the completed form to OTM at 225-219-7775.

OTM-25 Data Dial Tone Service Order Form (Rev. 09/04)

(Instructions for fields are from left to right on form.)

OTM Order Number: For OTM use only.

Ticket Number: For OTM use only.

SECTION 1

Agency Cost Center Number: Agency cost center number to which the services are billed.

Due Date Requested: Date service is desired.

Department/Office/Section: Department, office and section requesting the service.

Primary Technical Contact: Primary technical contact person at site.

Email: Email address of primary technical contact person.

Phone: Telephone number of primary technical contact person.

Alternate Technical Contact: Alternate technical contact person at site.

Email: Email address of alternate technical contact person.

Phone: Telephone number of alternate technical contact person.

TC Approval: Signature of authorized telecommunications coordinator.

SECTION 2

TYPE OF SERVICE REQUESTED

BUILDING

Desktop Connection: Check box if applicable. The default is 100 Mb/full duplex. Indicate speed and duplex if different settings are required.

Switch-to-Switch Network Connection: Check box if applicable. Two ports are assumed. If additional ports are required, check type of speed (10/100 or Gigabit) and indicate quantity.

Intranet Data Center (Private)

Server Connection: Check box if applicable. Indicate speed. Indicate full or half duplex. Check copper or fiber.

Switch-to-Switch Network Connection: Check box if applicable. Two ports are assumed. If additional ports are required, check type of speed (10/100 or Gigabit) and indicate quantity.

Data Dial Tone Service Order Form—continued

DMZ (PUBLIC)

Server Connection: Check box if applicable. Indicate speed. Indicate full or half duplex. Check copper or fiber.

Switch-to-Switch Network Connection: One port is assumed. If additional ports are required, check type of speed (10/100 or Gigabit) and indicate quantity.

Bandwidth: Check box if applicable. Indicate the total amount of bandwidth required for **all** public servers.

LANET VIA DATA DIAL TONE:

Bandwidth: Check box if applicable. Indicate amount of bandwidth required for Internet access for all agency users.

TC: If selecting LaNet access via Data Dial Tone, the telecommunications coordinator must initial here indicating that they have read, understand and agree to the terms and conditions outlined in the LaNet Access Service Request.

SECTION 3

ACTION REQUIRED

Add/New: Check box for new service.

Delete: Check box to remove service.

Change: Check box to change service. Explain the change.

Move from location below to location: Check box to move service. Indicate new location for service, including room, cubicle, and jack numbers.

New Wiring Required Check yes or no.

SECTION 4

ADD/MOVE/CHANGE DETAILS

Building/Data Center: Name of building or data center where work will be done.

Floor: Floor where work will be done.

Room/Cubicle#: Room and cubicle number where work will be done

Physical Address: Physical street address where work will be done.

User Name: User/section/unit name.

User's Phone #: User/section/unit telephone number.

Data Dial Tone Service Order Form—continued

Jack ID: Jack number.

IP Address: If applicable, 15-character IP address.

DDIAL Inventory Number: If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM will assign inventory number.

Remarks: Any special comments or remarks pertaining to this order.

Louisiana Office of Telecommunications Management

Data Dial Tone Service Order Form (OTM-25)

OTM ORDER NUMBER: _____
(To Be Completed by OTM)

TICKET NUMBER: _____
(To Be Completed by OTM)

Section 1

Agency Cost Center Number _____ Due Date Requested _____
Department/Office/Section _____
Primary Technical Contact _____ Email _____ Phone _____
Alternate Technical Contact _____ Email _____ Phone _____
Telecommunications Coordinator Approval _____

Type of Service Requested (Check Appropriate Box)

Section 2

Building

- ☐ Desktop Connection Speed _____ Duplex _____
(For PCs, printers, other networked devices. 100 Mb / full duplex is default. Indicate if different settings are required.)
- ☐ Switch-to-Switch Network Connection (for OIT approved areas only)
(2 ports are used for redundancy. Indicate quantity if additional ports are required.)
10/100 _____ Gigabit (MM fiber) _____

Intranet Data Center (Private)

- ☐ Server Connection Speed _____ Duplex _____ Copper? ☐ Fiber? ☐
- ☐ Switch-to-Switch Network Connection
(2 ports are used for redundancy. Indicate quantity if additional ports are required.)
10/100 _____ Gigabit (MM fiber) _____

DMZ (Public)

- ☐ Server Connection Speed _____ Duplex _____ Copper? ☐ Fiber? ☐
- ☐ Switch-to-Switch Network Connection (One port)
10/100 _____ Gigabit (MM fiber) _____
- ☐ Bandwidth _____ Mbps (.5, 1, 1.5, 3, 4.5, 6, 9, 12, 15, 18, 21)
(Indicate total amount required for ALL public servers in the DMZ to access the Internet)

LaNet via Data Dial Tone

- ☐ Bandwidth _____ Mbps (.5, 1, 1.5, 3, 4.5, 6, 9, 12, 15, 18, 21)

By submitting this LaNet access request, the Subscriber acknowledges that they have read, understood, and agreed to be bound by the applicable terms and conditions outlined in the LaNet Access Service Request, which is incorporated herein by reference.

TC _____ (Initial)

Revised 09/04

Louisiana Office of Telecommunications Management

Data Dial Tone Service Order Form (OTM-25)

OTM ORDER NUMBER: _____
(To Be Completed by OTM)

TICKET NUMBER: _____
(To Be Completed by OTM)

Action Required (Check Appropriate Box)

Section 3

- ☐ Add/New ☐ Delete
☐ Change (please explain; use Remarks if necessary)

☐ Move from location below to location _____
(Room/Cubicle #, Jack #)

Add/Move/Change Details

Section 4

Building/Data Center _____ Floor _____ Room/Cubicle # _____
Physical Address _____
User Name _____ User's Telephone # _____
Jack ID _____ IP Address (if applicable) _____
DDIAL Inventor Number _____ (OTM to assign for New Services / Agency to provide for existing service)
Remarks (Attach additional sheet if necessary)

Fax the completed form to OTM at 225-342-7372.

For assistance in completing the form, contact OTM Advanced Services at 225-342-0003 or 225-342-7761.

Revised 09/04

OTM-26 Web Billing Security Access (Rev. 03/05)

Submit a separate form for each agency telecommunications coordinator.

Print And Mail My OTM Bill Mark Yes to receive a printed copy of the OTM bill.

Mark No if you do not want a printed copy of the OTM bill.

**I Would Like To Have The
Capability To View And/Or
Download My OTM Bill Via The
Internet** Mark Yes or No.

First Name First name of agency telecommunications coordinator completing the form.

Last Name Last name of agency telecommunications coordinator completing the form.

Initial Password Case-sensitive alphanumeric password of the telecommunications coordinator's choice. Must be six to twenty characters.

Email Address Internet e-mail address of agency telecommunications coordinator completing the form.

Phone Number Ten-digit telephone number of agency telecommunications coordinator completing the form.

**Department/Agency
Name/Description** Name of department and section whose billing information will be available to the TC.

**List All OTM Accounting
Units/Cost Center Numbers That
You Are Authorized To View On
The Web** All OTM accounting units or cost center numbers that the TC will be authorized to view on the web. Accounting units/cost center numbers should be confirmed with the agency's fiscal officer.

TC Signature Signature of the agency telecommunications coordinator.

Date Date the form was signed.

**Louisiana Office of Telecommunications Management
Web Billing Security Access Request Form
for Telecommunications Coordinators (OTM-26)**

☐ Yes ☐ No **Print and mail my OTM bill**
☐ Yes ☐ No **I would like to have the capability to view and/or download my OTM bill via the Internet**

First name: _____

Last name: _____

Initial password:* _____

Email address: _____

Phone number: _____

Department/agency name/description: _____

List ALL OTM Accounting Units/Cost Center numbers that you are authorized to view**

TC Signature _____

Date _____

* Passwords are alpha/numeric, case sensitive, and required to be from 6 to 20 positions long.

** Please check accounting unit/cost center numbers for accuracy and confirm with your agency fiscal officer.

If you decide to download your bill from the Internet at a later date and do not want OTM to print and mail it, you must notify OTM by the 19th of the month or you will continue to receive the printed bill, and be charged \$.50 per printed page.

Submit a separate form for each authorized TC

OTM-26 (03/05)

Fax the completed form to OTM at 225-342-7372.

OTM-27 Backup Scheduling Form for Ad Hoc Sessions

(Rev. 10/04)

Requested By Requester/coordinator name.

Phone Number Telephone number of person requesting conference.

Return Fax Number Fax number of person requesting conference.

Today's Date Date form is prepared.

Session Name Name to assign to conference.

Institution/Agency Name Name of site requesting conference (host).

Request Check if new, change, or cancel. If change or cancel, list conference ID.

First Choice Date Preferred date range for conference (from and to dates).

Central Start Time Time conference is to start. Also check AM or PM.

Central End Time Time conference is to end. Also check AM or PM.

Alternate Choice Date Second choice date range for conference (from and to dates).

Central Start Time Alternate time for conference to start. Also check AM or PM.

Central End Time Alternate time for conference to end. Also check AM or PM.

Optional If conference time may be adjusted to avoid scheduling conflicts, indicate number of minutes conference time may be 1) moved or 2) shortened.

Comments Comments that may be useful for scheduling the conference.

Type of Session Check applicable conference type.

Video Speed Indicate video speed.

Optional Features If desired, check any optional features.

Originating Host Site Name Name of host site as listed in Web Scheduler.

Receiving Sites Names of receiving sites as listed in Web Scheduler.

Authorized Customer Signature Signature of requester/coordinator submitting request.

Date Date form submitted to BellSouth.

Backup Scheduling Form for Ad Hoc Sessions—continued

To Be Filled Out by BellSouth For BellSouth use only.
Only

Louisiana Office of Telecommunications Management
Video Conferencing Backup Scheduling Form (OTM 27)
For "Ad Hoc" Sessions

Fax one (1) copy to the BellSouth Video Conferencing Center at 1-800-362-9137
To call the BellSouth Video Conferencing Center, dial 1-800-777-8805

Requested by _____ Telephone number _____

Return fax number _____ Today's date _____

Session name _____

Institution/agency name _____

Request ☐ New ☐ Change ☐ Cancel If change or cancel, list conference ID _____

First choice date _____ through end date _____

Central start time _____ ☐ am ☐ pm Central end time _____ ☐ am ☐ pm

Alternate choice date _____ through end date _____

Central start time _____ ☐ am ☐ pm Central end time _____ ☐ am ☐ pm

Optional

1. Maintaining same session length, the session may be started _____ minutes earlier or _____ minutes later to avoid scheduling conflicts.

2. Session may be shortened by adjusting start time _____ minutes later or end time _____ minutes earlier to avoid scheduling conflicts.

Comments

Type of session ☐ Point-to-point ☐ Multi-point ☐ Guest Video speed _____

Optional features ☐ Audio add-on ☐ T.120 ☐ Monitored/attended option ☐ Continuous presence

Originating host site name (as listed in Web Scheduler)

1. _____

Receiving sites (as listed in Web Scheduler)

2. _____ 3. _____

4. _____ 5. _____

6. _____ 7. _____

8. _____ 9. _____

Note: Host site accepts responsibility for payment of all charges billed by BellSouth for non-BellSouth certified "Guest Sites."

Authorized customer signature _____ Date _____

To be completed by BellSouth:

Confirmed by: _____ Session ID: _____ Return fax date: _____

Scheduled: ☐ 1st choice at time ☐ Alternate choice at time

OTM-28 Backup Scheduling Form for Regularly Scheduled Sessions (Rev. 10/04)

Requested By Requester/coordinator name.

Phone Number Telephone number of person requesting conference.

Return Fax Number Fax number of person requesting conference.

Today's Date Date form is prepared.

Session Name Name to assign to conference.

Institution/Agency Name Name of site requesting conference (host).

Request Check if new, change, or cancel. If change or cancel, list conference ID.

Session Start Date Date regularly scheduled sessions will begin.

Through End Date Date regularly scheduled sessions will end.

Mon, Tues, Weds, Thurs, Fri, Check day(s) of week conference will be held.

Sat, Sun

Central Start Time Time conference is to start. Also check AM or PM.

Central End Time Time conference is to end. Also check AM or PM.

Exception Dates Dates when no conference will be held although they fall in the specified date range on the indicated days.

Optional If conference time may be adjusted to avoid scheduling conflicts, indicate number of minutes conference time may be 1) moved or 2) shortened. If all sessions must be scheduled for the same time, check YES. If not, check NO.

Comments Comments that may be useful for scheduling the conference.

Type of Session Check applicable conference type.

Video Speed Indicate the video speed.

Optional Features If desired, check any optional features.

Originating Host Site Name Name of host site as listed in Web Scheduler.

Receiving Sites Names of receiving sites as listed in Web Scheduler.

Authorized Customer Signature Signature of requester/coordinator submitting request.

Date Date form submitted to BellSouth.

Backup Scheduling Form for Regularly Scheduled Sessions—continued

To Be Filled Out by BellSouth Only For BellSouth use only.

Louisiana Office of Telecommunications Management
BellSouth Video Conferencing Service Request Form (OTM 28)
Backup Schedule Request for "Regularly Scheduled" Sessions

Fax one (1) copy to the BellSouth Video Conferencing Center at 1-800-362-9137
To call the BellSouth Video Conferencing Center, dial 1-800-777-8805

Requested by _____ Telephone number _____

Return fax number _____ Today's date _____

Session name _____

Institution/agency name _____

Request ☐ New ☐ Change ☐ Cancel If change or cancel, list conference ID _____

Session Start date _____ through end date _____

☐ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun

Central start time _____ ☐ am ☐ pm Central end time _____ ☐ am ☐ pm

Alternate choice date _____ through end date _____

Central start time _____ ☐ am ☐ pm Central end time _____ ☐ am ☐ pm

Exception dates _____

Optional

1. Maintaining same session length, the session may be started _____ minutes earlier or _____ minutes later to avoid scheduling conflicts.

2. Session may be shortened by adjusting start time _____ minutes later or end time _____ minutes earlier to avoid scheduling conflicts.

Comments _____

Type of session ☐ Point-to-point ☐ Multi-point ☐ Guest Video speed _____

Optional features ☐ Audio add-on ☐ T.120 ☐ Monitored/attended option ☐ Continuous presence

Originating host site name (as listed in Web Scheduler)

1. _____

Receiving sites (as listed in Web Scheduler)

2. _____ 3. _____

4. _____ 5. _____

6. _____ 7. _____

8. _____ 9. _____

Note: Host site accepts responsibility for payment of all charges billed by BellSouth for non-BellSouth certified "Guest Sites."

Authorized customer signature _____ Date _____

To be completed by BellSouth:

Confirmed by: _____ Session ID: _____ Return fax date: _____

Scheduled: ☐ 1st choice at time ☐ Alternate choice at time

OTM-29 Web Scheduler Security Access (Rev. 10/04)

From Name of person submitting form to OTM.

Office Name of submitter's department/office.

Date Date form completed.

ADDITION

Complete this section to add a user to security access.

Name Name of person to be added to security access.

Phone Phone number of person to be added.

Fax Fax number of person to be added.

Email Email address of person to be added.

Access Type (Check One) Check the type of access the added person requires.

Check *Coordinator* if the added person needs permission to schedule, modify, cancel all conferences for specific sites.

Check *Requester All Sites* if the added person needs permission to schedule conferences for all sites, but will only be able to modify or cancel those conferences they personally schedule.

Check *Read Only* if the added person needs permission to inquire only, and will not be able to schedule, modify or cancel any conferences.

If Coordinator, List All Sites For Coordinator Access If the added person will be a coordinator, list all sites for coordinator access. Coordinators will automatically have requester access to all sites.

DELETION

Complete this section to delete a user from security access.

Name Name of person to be deleted as user.

CHANGE

Complete this section if a current user's information needs to be changed in Scheduler.

Name (As Listed In Scheduler) Name as it appears in Scheduler.

Change Requested List change requested (name change, etc.). Provide new/corrected information.

Signed (TC) Signature of agency telecommunications coordinator.

Date Signed By TC Date telecommunications coordinator signed form.

Web Scheduler Security Access Form—continued

Authorized By For OTM Use Only.

Date Authorized For OTM Use Only.

The form can be faxed to 225-342-7772 or emailed to susie.pace@la.gov

**Louisiana Office of Telecommunications Management
Web Scheduler Security Access Request (OTM-29)**

To: Susie Pace, OTM Video Network Services

From: _____

Office: _____

Date: _____

ADDITION

Name: _____

Phone: _____

Fax: _____

Email: _____

Access Type (Check One): ☐ Coordinator ☐ Requester all sites ☐ Read-only

If coordinator, list sites for coordinator access:

DELETION

Name: _____

CHANGE

Name (As Listed In Scheduler):

Change Requested:

Signed (TC): _____ Date Signed By TC: _____

For OTM Use Only

Authorized By: _____, OTM Video Network Services

Date Authorized: _____

**Save the completed form in Microsoft Word. Email a copy of the SAVED form to
susie.pace@la.gov
Or, you can fax the form to OTM at 225-342-7772.**

OTM-30 LSI Firewall Change Request Form (Rev. 9/04)

The LSI Firewall Change Request Form should be completed by the agency-authorized firewall change request authority. Sections 1–12 at the top of the page should be completed by the agency requesting modifications to the LSI firewall.

1. **Requester's Name (Printed):** Enter the name of the person making the firewall change request.
2. **Requester's Phone #:** Enter the phone number of the contact person for the request.
3. **Requester's Email:** Enter the email address of the contact person for the request.
4. **Department:** Enter the department name of the person making the request.
5. **Division:** Enter the division name of person making the request.
6. **Change Category:** Mark the change category.

A normal change request will be handled within two working days.

An emergency change request will be handled as quickly as possible. To be an emergency the change must correct a major security risk.
7. **Proposed Change Date:** Enter the date changes to the firewall should be applied. If changes do not need to be applied on a specific day leave this field blank.
8. **Requested Changes:** Enter the requested firewall rule modification information. The source address, source port and protocol, destination address, destination port and protocol, action, add/remove rule, and reason for change must be completed for each change requested. An example is provided on the form. If necessary, indicate additional requests on a blank page and attach to the form.
9. **Request/Remove Static Address Assignment for:** Under Private IP Address, enter private addresses to be translated to public addresses if needed (static translation). Leave Translated to Public Address blank. OTM will assign public addresses.
10. **Description of What You are Trying to Accomplish:** Enter a brief description of what is to be accomplished with the firewall rule change. If necessary, attach additional pages.

LSI Firewall Change Request Form—continued

- 11. Authorized Requester's Signature, Title:** Enter the signature and job title of an authorized agency contact. If the form is submitted by email a signature is not required, but the email must originate from an authorized agency contact's email address.

- 12. Date:** Enter the date of signature.

The bottom sections of the form will be completed by LSI staff. The form can be faxed to 225-219-4867 or emailed to OTM-LSI-Security@listserv.doa.la.gov. Confirmation of the completion of the requested change will be made to the requester by phone or email.

Louisiana Office of Telecommunications Management

LSI Firewall Change Request Form (OTM 30)

Only agency-authorized contacts can request firewall changes.

The default rule is to deny all traffic, and only enable those services that are needed.

1. Requester's Name (Printed)	2. Requester's Phone#	3. Requester's Email	4. Department	5. Division	6. Change Category	7. Proposed Change Date
					<input type="checkbox"/> Normal <input type="checkbox"/> Emergency	

8. Requested Changes:

	Source Address	Source Port	Destination Address	Destination Port	Action Deny/Accept	Add/Remove Rule	Reason for Change(s)
Ex.	Any	Any	192.222.222.2	80 TCP	<input type="checkbox"/> Deny <input type="checkbox"/> Accept	<input type="checkbox"/> Add <input type="checkbox"/> Remove	Adding web access to web server in DMZ from any outside source
a					<input type="checkbox"/> Deny <input type="checkbox"/> Accept	<input type="checkbox"/> Add <input type="checkbox"/> Remove	
b					<input type="checkbox"/> Deny <input type="checkbox"/> Accept	<input type="checkbox"/> Add <input type="checkbox"/> Remove	
c					<input type="checkbox"/> Deny <input type="checkbox"/> Accept	<input type="checkbox"/> Add <input type="checkbox"/> Remove	
d					<input type="checkbox"/> Deny <input type="checkbox"/> Accept	<input type="checkbox"/> Add <input type="checkbox"/> Remove	

9. Request/remove static address assignment for:

Private IP Address	Translated to Public Address	Private IP Address	Translated to Public Address
a	a	c	c
b	b	d	d

10. Description of what you are trying to accomplish (use additional pages if needed):

11. Authorized Requester's Signature, Title	12. Date

The following section is to be completed by OTM staff:

1. Change Request Security Review Results			
2. Change Request Results: Approved/Denied, and Comments			
3. Scheduled by	4. Date	5. Time	6. Back-out File Name
7. Request Closed by	8. Date	9. Time	

OTM-30 (09/04)

Fax the completed form to OTM at 225-219-4867.

OTM-31 Data Dial Tone VPN/Wireless LAN Service Order Form (Rev. 09/04)

OTM Order Number: For OTM use only.

Ticket Number: For OTM use only.

SECTION 1

Agency Cost Center Number: Agency cost center number to which the services are billed.

Due Date Requested: Date service is desired.

Department/Office/Section: Department/office/section requesting the service.

Primary Technical Contact: Primary technical contact person at site.

Email: Email address of primary technical contact.

Phone: Telephone number of primary contact.

Alternate Technical Contact: Alternate technical contact person at site.

Email: Email address of alternate technical contact.

Phone: Telephone number of alternate contact.

TC Approval: Signature of authorized telecommunications coordinator.

SECTION 2

Type of Service Requested: Check appropriate boxes for authentication setup, virtual private network service (VPN), or wireless LAN (WLAN) service.

Authentication Setup: Check box if authentication setup is needed. Required for all VPN and WLAN services within the Louisiana Secure Intranet (LSI).

Radius Server IP Address: Indicate radius server IP address for authentication setup. This server should house the agency's user database.

Virtual Private Network Service: Check box if VPN service is needed.

Group Service: Check box if VPN group service is needed. Group service allows multiple individual users on the Internet to connect to the intranet. Each user will have client software installed on his PC.

Bandwidth Requested: Indicate aggregate bandwidth required for all users participating in this group service.

Data Dial Tone VPN/Wireless LAN Service Order Form—continued

- Site-to-Site Service:** Check box if VPN site-to-site service is needed. This service is used to connect a small remote office to the Internet.
- Bandwidth Requested:** Indicate bandwidth for site-to-site service.
- Public IP Address of Remote Office Termination Device:** Indicate public IP address of remote office termination device. There should be one VPN termination device at the remote office connected to the remote office's LAN.
- DNS Server IP Address:** Indicate DNS server IP address to be provided to VPN clients.
- Domain Name:** Indicate domain name in which VPN clients will participate.
- WINS Server IP Address:** Indicate WINS server IP address to be provided to VPN clients.
- Private IP Address Pool for VPN Users:** Indicate range of private IP addresses to be assigned to VPN users when they login to the intranet.
- Restrictions:** Indicate any restrictions to VPN access, including rules to be pushed to the client PC's personal firewall, time of day access restrictions, or intranet resource access restrictions.
- Wireless LAN Service:** Check box if WLAN service is needed.
- Building:** Name of building where WLAN service is needed.
- Floor(s):** Floor(s) where service is needed.
- Room/Cubicle#(s):** Room(s) or cubicle(s) where service is needed.

SECTION 3

- Action Required:** Check the appropriate box to add new service, terminate service, or change existing service. If changing an existing service, explain the requested change. Continue the explanation in the remarks section if needed.
- DDIAL Inventory Number:** If changing or terminating existing service, indicate the DDIAL inventory number. If requesting a new service, leave blank and OTM will assign a number.
- Remarks:** Any special comments or remarks pertaining to this order.

**Louisiana Office of Telecommunications Management
Data Dial Tone VPN/Wireless LAN Service Order Form (OTM-31)**

OTM Order Number _____ Ticket Number _____
(To be completed by OTM) (To be completed by OTM)

Section 1

Agency Cost Center Number _____ Due Date Requested _____
Department/Office/Section _____
Primary Technical Contact _____ Email _____ Phone _____
Alternate Technical Contact _____ Email _____ Phone _____

TC Approval _____

Section 2

Type of Service Requested (check appropriate boxes)

☐ **Authentication Setup** (required for VPN or Wireless LAN services—OTM will proxy auth requests to agency radius server)

Radius Server IP Address _____

☐ **Virtual Private Network Service**

☐ **Group Service** (used for individual tunnel terminations with client software installed on remote PCs)

Bandwidth Requested (500K, 1Mb, 2Mb, etc.) _____

☐ **Site-to-site Service** (used for remote branch offices where a single VPN tunnel serves multiple users)

Bandwidth Requested (500K, 1Mb, 2Mb, etc.) _____

Public IP Address of Remote Office Termination Device _____

Required Information for VPN Services:

DNS Server IP Address _____ Domain Name _____

WINS Server IP Address _____

Private IP Address Pool for VPN Users _____

Restrictions (firewall rules to be pushed down to the client or other access restrictions)

☐ **Wireless LAN Service** (for agency home floors)

Required Information:

Building _____ Floor(s) _____ Room/cubicle # (s) _____

**Louisiana Office of Telecommunications Management
Data Dial Tone VPN/Wireless LAN Service Order Form (OTM-31)**

OTM Order Number _____ Ticket Number _____
(To be completed by OTM) (To be completed by OTM)

Action Required (check appropriate box)

Section 3

- ☐ **Add New Service**
- ☐ **Terminate Service**
- ☐ **Change Existing Service** (please explain; user Remarks if necessary)

DDIAL Inventory Number _____

Remarks: (attach additional sheet for remarks if necessary)

Fax the completed form to OTM at 225-342-7372.

OTM-32 Toll Free Services Order Form (Rev. 10/04)

TC Approved	Signature of Telecommunications Coordinator.
AU Number	Accounting Unit to be billed for the service.
Office	Name of the agency receiving the service
Location	Location of service.
Due Date	Date services are requested to begin.
Contact	Person to be contacted for information about the request.
Telephone Number	Contact person's telephone number.
Please List Types of Toll Free Calls Your Agency Needs to be Able to Receive	List types of calls the toll free service should receive—intraLATA, intrastate, interstate, international.
What Telephone Number Should This Toll Free Number Be Routed To	The ten-digit local telephone number the toll free calls will be routed to.
Should The Toll Free Number Have A Directory Listing? If So, Please Provide The Information For The Listing.	If a listing is required, write "yes" and provide the listing information (name, physical address, phone number, and directory name). If no listing is required, write "no."
Should Local Calls Be Blocked from Completing Over the Toll Free Number?	Indicate "yes" if local calls should be blocked from completing over the toll free number. Indicate no if the toll free number should receive local calls.

FAX completed from to OTM Customer Service at 225-342-7757.

Office of Telecommunications Management
Toll Free Services Order Form (OTM-32)

TC Approved: _____	Dept/Agency: _____
AU Number: _____	Office: _____
Location: _____	Due Date: _____
Contact: _____	Telephone Number: _____

1. Please list the types of toll free calls your agency needs to be able to receive (i.e. intraLATA, intrastate, interstate, international):
2. What telephone number should this toll free number be routed to?
3. Should the toll free number have a directory listing? If so, please provide the information for the listing.
4. Should local calls be blocked from completing over the toll free number?

Please fax this form to OTM Customer Service at (225) 342-7757

OTM-33 Agency Calling Card Order Form (Rev. 11/04)

Account Number Qwest account number, if the agency has one. If not, Qwest will assign an account number.

Cardholder Name Name of employee responsible for the calling card.

Agency Name Agency requesting the calling card.

International Orig Indicate "Yes" if the card will be used to make international calls. Indicate "No" if not.

Bulk Ship Attn Name of contact person who will receive the calling cards.

Address 1 Agency billing address.

Address 2 Address where cards will be shipped.

Send all applications directly to Qwest Government Calling Card Application Processing at fax 800-449-2959. Questions about the application may be addressed to Michelle Buck at 800-968-3986.

STATE OF LOUISIANA AGENCY CALLING CARD ORDER FORM

ACCOUNT NUMBER	Cardholder Name	Agency Name	International ORIG	BULK SHIP ATTN:	ADDRESS 1	ADDRESS 2
(if existing)			(Yes or No)		(Billing Address)	(Shipping Address)

**All Applications must be sent directly to Qwest Government
Calling Card Application Processing at FAX 800-449-2959.
Questions about the application may be addressed to Michelle
Buck at 800-968-3986.**

OTM 33 (11/04)

OTM/S-1 Louisiana State Government Miscellaneous Service Order Form (Rev. 7/95)

This form may be used for ordering business line (non-Centrex) service.

Approved For OTM use only.

Due Date For OTM use only.

OTM Order Control No. For OTM use only.

Page For OTM use only.

SANS/FACS Code Cost center for the services.

Dept. Department requesting the service.

Office Office requesting the service.

Section Section requesting the service.

Unit Unit requesting the service.

Location Street address where service is to be provided. If no address is available, describe the physical location. Include floor and room numbers. If the agency is located in a single-floor building indicate floor one (1).

Main Account Phone No. Main billing telephone number at the location where services are to be provided.

Date Date the form was prepared.

Prepared By Person who prepared the order.

Contact Person OTM may contact regarding the service order. This should be someone located at the site where services are being provided. This contact person is usually the one contacted by OTM to verify that the service order has been completed.

Phone No. Telephone number of the contact person.

System No. It is not necessary that this be completed.

(Second half of form) Describe in detail the services being requested.

Louisiana State Government Miscellaneous Service Order Form (OTM/S-1)

Due Date _____

OTM Order Control No. _____

TC Approved _____

Page _____ of _____

SANS/FACS Code		Date	
Dept. _____		Prepared By _____	
Office _____		Contact _____	
Section _____		Phone No. _____	
Unit _____		2nd Contact _____	
Location _____		Phone No. _____	
Main Acct. No. _____			

Describe in detail the services being requested.

Fax the completed form to OTM at 225-342-7757. Or, mail to:
OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

OTM/S-2 Louisiana State Government Centrex Service Order Form and OTM/S-2B Continuation Form (Rev. 6/01)

This form is used for ordering Centrex service in locations where Centrex service is available. This may include new installations, moves, software changes, and disconnections.

TC Approved Signature of the telecommunications coordinator.

Page__ of __ Page number of the order and total number of pages to the order.

AU Number Accounting unit number to which the services are to be billed.

Due Date For OTM use only.

Dept/Agency Department and agency requesting the service.

Prepared By Name of person preparing the order.

Office Office requesting the service.

Contact Person OTM may contact regarding the service order. If possible, this should be someone located at the site where services are being provided. This contact person will also be the person contacted by OTM to verify that the service order has been completed.

Location Street address where service is to be rendered. If no address is available, describe the physical location. Include floor and room or suite numbers. If the agency is located in a single-floor building indicate floor one (1).

Tel. No. Telephone number of the contact person.

User Person who will be the primary user of services to be provided.

Room No. Room number where service is to be provided.

Telephone Number Telephone number being serviced. Leave this space blank if ordering a new telephone line. OTM will provide the new telephone number.

AU Number Billing account unit number where service is to be located.

Features Check any feature that is to be added or deleted. Disregard the codes listed by the features.

Louisiana State Government Centrex Service Order Form—continued

Remarks Any additional information about the telephone line being serviced.

Recap List the telephone numbers in a call pickup group or hunt sequence. Doing this will help to avoid confusion when writing up large orders containing these features.

BTN For OTM use only.

OTM/S-2B This is the continuation form to be used when ordering Centrex services. It can be completed for additional Centrex lines requested.

Page__ of __ Page number of the order and total number of pages to the order.

User Person who will be the primary user of services to be provided.

Room No. Room number where service is to be provided.

Telephone Number Telephone number being serviced. Leave the space blank if ordering a new telephone line. OTM will assign the new telephone number.

AU Number Billing accounting unit number where service is to be located.

Features Check any feature that is to be added or deleted. Disregard the codes listed by the features.

Remarks Provide any additional information about the telephone line being serviced.

Louisiana State Government Centrex Service Order Form (OTM/S-2)

TC Approved _____ **Page** 1 **of** _____
AU Number _____ **Due Date** _____
Dept./Agency _____ **Prepared By** _____
Office _____ **Contact** _____
Location _____ **Tel. No.** _____
2nd Contact _____
Tel. No. _____

User _____ **Room No.** _____
Telephone Number _____ **AU Number** _____

FEATURES	Codes	ADD	DELETE	For OTM USE ONLY		
Conf Calls	CNFER	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Line Package	FPKG	
Call Pickup	CPKUP	<input type="checkbox"/>	<input type="checkbox"/>	Basic Dial Tone	BASIC	
Special Hold	HHOLD	<input type="checkbox"/>	<input type="checkbox"/>	Line Class Code	XL	
Call For-Var	CFWDV	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Key	SXKEY	
Call For-D/A to	CFWDA	<input type="checkbox"/>	<input type="checkbox"/>	Selective Call Screening	SRG	
Call For-Busy to	CFWDB	<input type="checkbox"/>	<input type="checkbox"/>	# Assigned to	PFA	
Call Waiting	CWAIT	<input type="checkbox"/>	<input type="checkbox"/>	Touchtone	TTONE	
Interior Access only	CAT0	<input type="checkbox"/>	<input type="checkbox"/>			
Caller ID	CID	<input type="checkbox"/>	<input type="checkbox"/>			
Local Access only	CAT2	<input type="checkbox"/>	<input type="checkbox"/>			
Local and LINC Access	CAT3	<input type="checkbox"/>	<input type="checkbox"/>			
Toll Restriction	NOTOL	<input type="checkbox"/>	<input type="checkbox"/>			
Directory Listings	DLIST	<input type="checkbox"/>	<input type="checkbox"/>			
Extension on premise	XON	<input type="checkbox"/>	<input type="checkbox"/>			
Extension off premise	XOFF	<input type="checkbox"/>	<input type="checkbox"/>			

Remarks:

RECAP: Call Pickup Group No. _____

OTM USE ONLY

BTN: **Reg** _____ **Location Code** _____
De-Reg _____ **Project Name: PIN** _____
Switch Number _____

Fax the completed form to OTM at 225-342-7757. Or, mail to:
 OTM Customer Service
 P.O. Box 94280
 Baton Rouge, LA 70804-9280

Louisiana State Government Centrex Service Order Form (OTM-S-2B)

Page _____ of _____

User _____ Room No. _____

Telephone Number _____ AU Number _____

FEATURES	Codes	ADD	DELETE	For OTM USE ONLY		
Conf Calls	CNFER	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Line Package	FPKG	
Call Pickup	CPKUP	<input type="checkbox"/>	<input type="checkbox"/>	Basic Dial Tone	BASIC	
Special Hold	HHOLD	<input type="checkbox"/>	<input type="checkbox"/>	Line Class Code	XL	
Call For-Var	CFWDV	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Key	SXKEY	
Call For-D/A to	CFWDA	<input type="checkbox"/>	<input type="checkbox"/>	Selective Call Screening	SRG	
Call For-Busy to	CFWDB	<input type="checkbox"/>	<input type="checkbox"/>	# Assigned to	PFA	
Call Waiting	CWAIT	<input type="checkbox"/>	<input type="checkbox"/>	Touchtone	TTONE	
Interior Access only	CAT0	<input type="checkbox"/>	<input type="checkbox"/>			
Caller ID	CID	<input type="checkbox"/>	<input type="checkbox"/>			
Local Access only	CAT2	<input type="checkbox"/>	<input type="checkbox"/>			
Local and LINC Access	CAT3	<input type="checkbox"/>	<input type="checkbox"/>			
Toll Restriction	NOTOL	<input type="checkbox"/>	<input type="checkbox"/>			
Directory Listings	DLIST	<input type="checkbox"/>	<input type="checkbox"/>			
Extension on premise	XON	<input type="checkbox"/>	<input type="checkbox"/>			
Extension off premise	XOFF	<input type="checkbox"/>	<input type="checkbox"/>			

Remarks:

User _____ Room No. _____

Telephone Number _____ AU Number _____

FEATURES	Codes	ADD	DELETE	For OTM USE ONLY		
Conf Calls	CNFER	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Line Package	FPKG	
Call Pickup	CPKUP	<input type="checkbox"/>	<input type="checkbox"/>	Basic Dial Tone	BASIC	
Special Hold	HHOLD	<input type="checkbox"/>	<input type="checkbox"/>	Line Class Code	XL	
Call For-Var	CFWDV	<input type="checkbox"/>	<input type="checkbox"/>	Centrex Key	SXKEY	
Call For-D/A to	CFWDA	<input type="checkbox"/>	<input type="checkbox"/>	Selective Call Screening	SRG	
Call For-Busy to	CFWDB	<input type="checkbox"/>	<input type="checkbox"/>	# Assigned to	PFA	
Call Waiting	CWAIT	<input type="checkbox"/>	<input type="checkbox"/>	Touchtone	TTONE	
Interior Access only	CAT0	<input type="checkbox"/>	<input type="checkbox"/>			
Caller ID	CID	<input type="checkbox"/>	<input type="checkbox"/>			
Local Access only	CAT2	<input type="checkbox"/>	<input type="checkbox"/>			
Local and LINC Access	CAT3	<input type="checkbox"/>	<input type="checkbox"/>			
Toll Restriction	NOTOL	<input type="checkbox"/>	<input type="checkbox"/>			
Directory Listings	DLIST	<input type="checkbox"/>	<input type="checkbox"/>			
Extension on premise	XON	<input type="checkbox"/>	<input type="checkbox"/>			
Extension off premise	XOFF	<input type="checkbox"/>	<input type="checkbox"/>			

Remarks:

Fax the completed form to OTM at 225-342-7757. Or, mail to:
OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

Rev.10/04

OTM/S-8 Communication Service Request Order Form (Rev. 7/95)

This form can be used to request telecommunications services for which there is no specific form.

Shaded areas are for OTM use only.

Order No. For OTM use only.

Assigned to For OTM use only.

Page ___ of ___ Page number of the order and the total number of pages to the order.

Dept Department requesting the service.

Office Office requesting the service.

Section Section requesting the service.

Unit Unit requesting the service.

Cost Center Cost center to which the services are billed.

Date Service Desired Date the service is desired.

Contact Person Person who is or can be at the location where telephone service is to be completed. This will be the person contacted by the vendor's technician.

Phone # Telephone number of the contact person.

Address for Requested Service Complete street address and city of the location where work is to be performed. A post office box number is not acceptable. No multiple addresses can be used.

Training Required Indicate if training is needed for features associated with this request. Mark the appropriate response.

Directory Listing Affected Indicate if any part of this service request affects directory listings. Mark the appropriate response.

Floor Plan Attached Indicates whether floor plan is attached. Floor plan need not be to scale. It is not necessary that a floor plan be included with the order. However, if a move or multiple new installations are involved, floor plans can be helpful. If a floor plan is not included with the order, it must be given directly to the vendor technician when he/she arrives at the work site. Mark the appropriate response.

Communication Service Request Order Form—continued

Signature of Person Requesting Service Signature of person requesting the service.

Date Date form was completed.

Phone # Telephone number of person requesting the service.

Signature of Telecommunications Coordinator Signature of the TC. Service orders will not be processed without the approval of the TC.

Date Date the TC's signature was obtained.

Phone # Telephone number of the TC.

Remarks Additional comments concerning the services requested.

**Louisiana Office of Telecommunications Management
Communications Service Request (OTM/S-8)**

DO NOT WRITE IN SHADED AREA

Records	Processing	Approval	Sorting	1	2	3	4	5	6	Pending Receipt of Billing	Billing
				Follow-Up							

Division of Administration
Office of Telecommunications Management
Post Office Box 94280
Baton Rouge, LA 70804-9280

Order No. _____

Assigned To _____
Page _____ of _____

Dept	Office	Section
Unit	Cost Center	Date Service Desired
Contact Person		Phone #
Address for Requested Service (Street Address, City, Zip Code)		
Training Required? <input type="checkbox"/> Yes <input type="checkbox"/> No	Directory Listing Affected? <input type="checkbox"/> Yes <input type="checkbox"/> No	Floor Plan Attached? <input type="checkbox"/> Yes <input type="checkbox"/> No
Signature of Person Requesting Service		Date
Signature of Telecommunications Coordinator		Phone #
Remarks		

In accordance with the Governor's Small Purchase Executive Order MJF 96-14 in **no case** shall OTM pay for work costing over \$2,000 per service order. If the value of the work **approaches** \$2,000, the vendor who is assigned this order **must** stop work immediately and notify the OTM customer service representative supervisor (225-342-7762).

DO NOT WRITE IN SHADED AREA—FOR OTM USE ONLY							
Order No	Dept	Office	Section	Unit	City	Received	Sent

Fax the completed form to OTM at 225-342-7757. Or, mail to:
OTM Customer Service
P.O. Box 94280
Baton Rouge, LA 70804-9280

Glossary

Access Code—A digit or digits dialed in order to place a call over a trunk to gain access to a particular facility such as LINC. For example, the arrangement may be to dial “8” for LINC access and “9” for local calling.

Automated Attendant—Voice messaging service option which answers a central number and gives callers options by which to be routed to a person or section within the organization. Sometimes known as “call routing,” this option is useful when the caller only knows a main number and may need additional information to reach the correct section or person.

Automatic Call Back—An optional feature which allows the calling party on encountering a busy number to be automatically called back. Both the calling party and the called busy station must be available within the next 30 minutes. If the request is not able to be completed in the 30-minute time frame, it will be automatically deactivated. This feature will operate only for stations on the same system (with the same three-digit prefix). This is not available in all Central Offices.

Bulletin Board—Voice messaging service option which provides a recorded message at a number which people can call in to hear. Sometimes called Information Providing, this option is useful in making available information to individuals seeking directions, instructions, status, or other items.

Call Forwarding Busy—An optional feature which automatically routes incoming calls to the attendant or another preselected station when the called station is busy.

Call Forwarding Don't Answer—An optional feature which automatically routes incoming calls to an attendant or another preselected station when the called station does not answer within a designated number of rings.

Call Forwarding Outside—This optional feature forwards all incoming calls to another number outside the system. While Call Forwarding is activated, the telephone may be used to originate other calls.

Call Forwarding Variable—An optional feature which when activated by the station user causes all incoming calls to be forwarded to another station within the system or to the attendant. While Call Forwarding is activated, the telephone may be used to originate other calls.

Call Hold—An optional feature which allows a station user to place any call involving his station on hold. For Centrex users, this is accomplished by flashing the switch hook and dialing a special code. The user's station is then free to originate another call. The held call may be retrieved by dialing the hold code again or by hanging up, which will result in a ringing signal to the user's station and re-connection to the held call. A held call cannot be included in an Add-on or Three-way call. Generally, only one call per station line can be held at a time.

Call Information Display—Allows a user with specially designed sets with displays to obtain information via the display (i.e. time and date, incoming call information, inspect feature buttons, outgoing call destination).

Call Park—An optional feature which allows a user to put a call in a “hold-type” state from which it can be retrieved from another station.

Call Pick-up—An optional feature which allows a station to answer calls directed to another station within the same pick-up group by dialing an access code. A list of desired group numbers must be provided to the system administrator.

Call Transfer—An optional feature which allows a station user to transfer an incoming call to another station user.

Call Waiting—

Originating—An optional feature which allows the calling station to direct a distinctive burst of tone to a busy station in the same system.

Terminating—An optional feature which provides a tone indication to a busy line that an incoming call is waiting.

Glossary—continued

Calling—

Interior—Calls which are made from a station on a system to any other station on that same system. Telephones restricted to interior calling cannot place calls to a telephone outside the system such as to a residence, a local business, another city, or another state telephone which is on a different system.

Outside—Calls which are made from a station on a system to anywhere beyond the boundaries of the system on which the station is located. These are calls made from a station that necessitate dialing an access code such as “8” or “9” to make the connection.

Calls in Queue Waiting—An optional feature which allows a call to be placed in queue and is waiting to be answered. The calls are answered in the order they are received by answering agents.

Central Office—The telephone company switching facility or center. It handles a specific geographic area, identified by the first three digits of the local telephone number.

Centrex—This service, also known as ESSX, is a switching service offered by BellSouth and other telephone companies. A portion of the Central Office is dedicated to a particular user and provides essentially the same service as a PBX on premise (i.e. provides dial tone, switching, and system and station features).

Circuit—A connection linking two or more physical points to each other which is not switched. Circuits are usually for data transmission between a mainframe and a terminal(s); for monitoring alarm status between a detection device and the central monitoring equipment; or for extending local telephone service to a remote location.

Cutoff Key—A device, such as a toggle switch, which is used to prevent or break service to a telephone station(s).

Delay Announcements—An announcement which advises a caller that there will be a delay before their call is answered.

Directed Call Pick-up—An optional feature which allows a user to selectively answer a call ringing at another telephone by dialing a code and the number of the ringing telephone.

Exit Out/Escape To—The number a caller (to a VMS box) will be transferred to when they press “0” on the dialpad.

Group Intercom—Allows a group of users with specially designed sets to call each other via an intercom button and assigned intercom number without tying up the primary directory number.

Interfaced—The coordination between the telephone system and VMS that answers the telephone but does not support Message Waiting Indication (MWI) or Exit Out to an operator.

Integrated—The coordination between the telephone system and VMS that provides Message Waiting Indication (MWI), Exit Out to an operator, and Called Party ID.

InterLATA—Between LATAs (Local Access and Transport Area)

Interstate—Between states.

IntraLATA—Within a given LATA (Local Access and Transport Area).

Intrastate—Within a given state.

LATA—An abbreviation for Local Access and Transport Area. Geographic regions that define areas within which the Bell Operating Companies can offer exchange access service (i.e. local calling, long distance, private lines, etc.). There are four LATAs in Louisiana designated as the Baton Rouge, Lafayette, New Orleans, and Shreveport LATAs.

LINC—The Louisiana Intercity Network for Communications is a network comprised of special types of private line channels connecting consolidated and individual telecommunications systems of state agencies. It allows any station with LINC access (Centrex or PBX) to call any other statewide LINC station or off-net non-LINC station by dialing an access code and the area code and seven-digit telephone number. LINC stations may

Glossary—continued

call off of the network (off-net to a non-LINC station) by dialing an access code and the area code and seven-digit telephone number. Both on-net and off-net calls are billed at a reduced rate as compared to regular long distance (toll) calls.

Line—The physical connection between the station equipment and the equipment providing dial tone service.

Business—A telephone line for commercial use connecting an individual telephone to a central office.

Centrex Service—A telephone line for commercial use connecting an individual telephone to a central office based system with special features and functions. (See Centrex)

Private—A leased circuit for the exclusive use of a customer. (See Circuit)

Listen/Answer Mailbox—VMS mailbox which plays a message or a series of messages, then allows the callers to record a reply for later retrieval by the mailbox owner.

Listen Only Mailbox—VMS mailbox which plays a message then automatically disconnects the caller. The caller has no options beyond listening to the information in the mailbox.

Local Exchange Carrier (LEC)—A local telephone company responsible for providing basic residential and commercial telephone service to a defined geographical service area.

Long Distance (DDD)—A telephone service (Direct Distance Dialing) which enables a user to dial long distance calls directly to telephones outside the user's local service area without the aid of an operator. A method of making long distance toll telephone calls automatically (1+ dialing).

MSA—An abbreviation for Metropolitan Service Area. Metropolitan geographic regions that define areas within which Cellular providers can offer cellular service. Roaming charges apply when cellular service is used outside of the home MSA. There are eight MSAs in Louisiana designated as the Alexandria, Baton Rouge, Houma/Thibodaux, Lafayette, Lake Charles, Monroe, New Orleans, and Shreveport MSAs.

Multiple Call Appearances—Allows a user with a specially designed set to have more than one appearance of the primary directory number assigned to the set. For example, the user's private number can appear a number of times on the one telephone. This will enable the user to receive more than one call simultaneously. The user only pays the cost of one digital voice line.

Multiple Line Appearances—Allows a user with a specially designed set to have more than one appearance of a directory number on the set. Each set is assigned one primary directory number. The set can have one or more secondary numbers assigned to it which allow for multiple line appearances.

MWI—Message Waiting Indicator. An indication from the VMS to a subscriber that a message is waiting for review in the mailbox.

Outcall Notification—Feature of VMS that places calls to subscribers to inform them they have a message waiting for review.

PBX—A private telephone switching system, usually located on a customer's premise. The abbreviation PBX, for Private Branch Exchange, is a general term applied to all types of PBX's, both manual and automatic.

Queuing—Programming feature that stacks callers to a pre-designated phone number in the order of their call. The calls may or may not receive a pre-recorded message. The calls are answered in the order they are received by answering agents.

RSA—An abbreviation for Rural Service Area. Rural geographic regions that define areas within which Cellular providers can offer cellular service. Roaming charges apply when cellular service is used outside of the home RSA. There are nine RSAs in Louisiana.

Selective Class of Call Screening—This enables a customer to restrict outgoing toll calls from station users to certain types of calls, such as those which are charged to the called telephone number, a third number or a credit card account.

Speed Call-short—An optional feature which allows the placing of calls to frequently called numbers through the use of an abbreviated number of dial digits.

Glossary—continued

Station—One of the input or output points on a communications system at the user site.

Station Equipment—Any input or output device connected to the system. Typically, this will be a telephone set, a line status indicator (LSI), a speaker phone, or an auxiliary autodialer.

Subscriber—This refers to an individual station set user.

Switch—This is the process of connecting appropriate lines and trunks to form a desired communications path between two station sets.

Telephone Answering—Voice messaging service option which answers a busy or unanswered call with the subscriber's message. Allows a caller to leave a recorded message or choose other options.

Three-way Calling—Allows a user to add a third party to an existing call. It provides consultation, add on, and transfer capabilities.

Toll Restriction—Permits calls to be placed within the local service area, but prevents long distance (DDD) calls.

Trunk—A trunk is a channel that provides communication capability between either two central offices or between a central office and a PBX. It provides the interface between switching systems. This is in contrast to a line which connects an individual telephone set to a switching system which then connects to a trunk upon making a call.

UCD—This is a system which enables incoming calls to be answered automatically, queued, and distributed to agents as they become available. Known as Uniform Call Distribution, it is available in some areas as part of Centrex service.

VMS—Voice Messaging Service. A broad term that encompasses Telephone Answering, Voice Mail, Bulletin Board/Information Providing, and Voice Forms mailboxes. All technology is available to callers 24 hours a day, seven days a week from any Touchtone telephone.

Voice Forms—A special type of information collection that asks the caller a series of questions and stores the verbal responses for later retrieval and transcription by the mailbox owner. An ideal technology to collect address changes or handle requests for mailing materials from callers.

Voice Mail—Voice messaging service option which allows a voice mail box subscriber to send a voice message to another voice mail box subscriber without the need to talk directly to the person being called. Broadcast messages can be sent using a distribution list to multiple voice mail box subscribers.

WATS—This is an abbreviation of Wide Area Telecommunications Services. This is a special arrangement that permits long distance calling at a rate typically less than standard DDD rates. A WATS line supports one way calling only—Inward or Outward. The called (outward) or calling (inward) area can be restricted to intrastate, interstate or both. Inward WATS service (1-800) can be provided on a dedicated or switched access basis. Outward WATS is always dedicated. The subscriber is totally responsible for all cost associated with WATS service.